

1 Advertisement

Post Title: Senior Library Assistant

School/department: The Library

Hours: Part time considered up to a maximum of 9 hours (0.22 FTE)

Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 6498

Salary: Starting at £22,254 to £25,627 per annum, pro rata

Placed on: 24 August 2021

Closing date: 15 September 2021. Applications must be received by midnight of the closing date.

Expected Interview date: tbc

Expected start date: tbc

This vacancy is only open to those currently employed by the university.

We wish to appoint a supervisor for evening and weekend services in our busy academic library, within the Frontline Services team.

The post holder will be responsible for:

- Overseeing library services
- Training & supervising a team of library assistants
- Security of the building & stock

Applicants must have:

- A flexible, proactive approach to work
- Good team working skills
- Previous supervisory experience in a customer orientated environment

Hours: Opening hours are reviewed on an annual basis, so hours of work are subject to change. Currently, hours required are Monday, 3.00-7.00pm and Sunday 9.30am-1.30pm.

Please contact Sean Goddard s.p.goddard@sussex.ac.uk 01273 873511 for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

You can find out more about our values and our EDI Strategy, [Inclusive Sussex](#), on our webpages.

2. The School / Division

Please find further information regarding the school/division at www.sussex.ac.uk/library

3. Job Description

Job Description for the post of: Senior Library Assistant

| | |
|-----------------------------|------------------------------|
| Department: | Frontline Services |
| Section/Unit/School: | The Library |
| Location: | Frontline Services |
| Grade: | 4 |
| Responsible to: | Frontline Services Librarian |
| Responsible for: | N/A |

Purpose of the post:

To ensure the day-to-day delivery of consistent, rapid and high-quality lending services to all Library users.

Key Responsibilities:

- 1 Ensure the day to day delivery and development of consistent and high-quality services to all library users, liaising with internal and external bodies as required.
- 2 Maintain, supervise and participate in processes and procedures associated with the Entry Management System & Library Management System.
- 3 Monitor and report on developing needs for service delivery
- 4 Supervise, train and deploy a team of Library Assistants to ensure that routine tasks are completed efficiently and accurately.

Specific Duties:

- 1 Supervise and deploy staff involved in the day-to-day operations of a functional area of Frontline Services (e.g. stock recovery, reservations, membership).
- 2 Maintain statistical records as required by the Frontline Services Manager.
- 3 Assist in the co-ordination of shelving and stack management, as part of a team of Senior Library Assistants.
- 4 Support Library Assistants as required, by participating in the staffing of service points.
- 5 Use initiative to take timely and appropriate courses of action to resolve unforeseen operational problems.
- 6 Participate in the training of Library staff, in own area of responsibility, in use of the library management system and in general Library procedures to ensure that a consistent level of service is offered through all counter opening hours.
- 7 Participate in the continuous review and development of front-of-house services to meet the University's needs through attendance at team meetings.
- 8 Identify and advise line managers of necessary adjustments to Frontline Services procedures and policies, with particular reference to own areas of responsibility and in response to user opinion.

- 9 Liaise regularly with line managers and other sections, anticipating problems affecting customer service generally and suggesting solutions where possible.
- 10 Provide a point of contact for Library users to advise on Library policy, whether in person, by telephone or email.
- 11 Be responsible for routines relating to Library security and opening and closing procedures as required.
- 12 Contribute as required to general Library operations (e.g. shelving) as directed by the Library.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

4. Person Specification

UNIVERSITY OF SUSSEX

Person Specification for the post of: Senior Library Assistant

SKILLS / ABILITIES

| | Essential | Desirable |
|--|-----------|-----------|
| Proven ability to work independently and take initiative as appropriate | X | |
| Proven ability to take responsibility for a particular area of work | X | |
| Proven ability to manage time, prioritise tasks and work accurately under pressure | X | |
| Evidence of excellent ICT skills especially word processing and data entry | X | |
| Evidence of excellent organisational skills | X | |
| Evidence of excellent oral and written communication skills | X | |
| Ability to deal with a range of enquiries | X | |
| Evidence of innovative practice in providing user services in an academic library | | X |
| Proven ability to work independently and take initiative as appropriate | X | |

KNOWLEDGE

| | Essential | Desirable |
|--|-----------|-----------|
| Experience of cash handling and use of tills | | X |
| Experience in the use of library management systems | | X |
| Practical experience of using information technology in a library or information context | | X |

EXPERIENCE

Essential Desirable

| | | |
|--|---|---|
| Experience in a customer orientated information environment | X | |
| Experience in an academic institution | X | |
| Experience of team working and motivating others to work effectively as part of a team | X | |
| Experience of successfully supervising more than 5 staff | X | |
| Experience of working in a library | | X |

QUALIFICATIONS

| | Essential | Desirable |
|--|-----------|-----------|
| Minimum 3 GCSEs or equivalent or relevant experience | X | |
| Degree or equivalent | | X |
| Evidence of continuing work-related development | | X |

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

| | Essential | Desirable |
|---|-----------|-----------|
| Flexible and able to adapt to change | X | |
| Good interpersonal skills including the ability to deal tactfully with people | X | |
| Ability to work under pressure and to meet deadlines | X | |
| Ability to exercise integrity and discretion | X | |