

Job Description

Divisional Library Services Administrator

Salary:	Grade 4
Contract:	Full time and Part time, ongoing
Location:	Canterbury [with requirement to work across campuses]
Responsible to:	Divisional Library Services Manager
Job family:	Administrative, professional and managerial

Job purpose

This role works within the Divisional Library Services (hub) Team to provide support to the Divisional Librarian (spoke) Team and the Open Research Team. Assists with delivery of excellent divisionally focused library liaison services working with matrix teams and colleagues across Learning and Research Resources (LRR) for education and research. Ensures timely identification and ordering of required resources to meet educational and research needs and to achieve best value. Supports with processes to develop and manage collections. Assists with the delivery of student and staff-focused training and events to support with the use of, and engagement with, library collections. Contributes to liaison activity, as required, to maintain excellent partnership working with Divisions.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Support the Divisional Library Services Team to develop and manage education and research collections, and work with matrix LRR teams to ensure collections meet the range of needs.
- Assist with planning, monitoring and reporting across the range of activities and services in scope of the team to enable the Divisional Library Services Team and Open Research Team to communicate effectively with Divisions.
- Provide information, advice and training to students and staff via a range of enquiry and communication channels, including for induction, outreach and events, to support collection and service engagement for education and research.
- Maintain excellent communication with the Divisional Library Services Team and across a range of stakeholders, taking agreed action to respond to issues with resource provision for education and research.
- Contribute to the development and delivery and review of a designated service area, working closely with the Divisional Library Services Supervisor to enable effective planning, prioritisation of activity and continual service improvement.
- Order library materials within set budgets and deliver reading list training and support for academic and administrative colleagues to support and enhance both collection engagement and development to support education and research needs.
- Support the Open Research Team through established processes, including liaison with researchers and to capture research outputs, in order to deliver excellent research support services to Divisions.
- Provide administrative support, such as making arrangements, preparing materials and recording

- actions at meetings, to support effective delivery of internal and external activities.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Is required to maintain sustainable, respectful and collegial relationships with university colleagues and external stakeholders as required.
- Deal with change and embrace new ways of working, process changes and service delivery.
- Work collaboratively within a matrix team environment to deliver timely outcomes.
- Prioritise activity to ensure delivery of an efficient and customer focused service.
- Interpret guidance to support good decision making, problem solving independently at times and understanding when to refer to other colleagues.

Facts & figures

Services delivered directly to: Academic Divisions, students and staff. Internal and external partners, schools, colleges and users.

- Services delivered: Reading List Service, liaison, training, support and enquiry services.
- Training and events: Regularly for students, staff, departments, internal and external partners, schools and colleges. University Open Days.
- Budget: Awareness of costs of resource spend against available funds to ensure optimal use of budget.
- External scrutiny: NSS; Periodic Course Reviews, accreditations.
- Membership of: IS Team meetings, IS project teams, IS operational governance groups.

Internal & external relationships

Internal:

- IS managers – advising and supporting.
- IS staff – advising, supporting.
- Academics and Professional Services staff - advising, training, supporting.
- Students – advising, supporting, training.

External:

- Volunteers, local schools – advising, training, supporting. Partner colleges – training, advice.
- Professional bodies – networking.

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Working in isolation

- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- GCSE (A-C) including passes in mathematics and English, NVQ Level 2 or alternative equivalent qualifications, and/or learning gained through work experience including short courses (A)
- Experience of working in a similar role in a library or information environment (A)
- Good IT skills (A)
- Accuracy and ability to prioritise tasks (A,T)
- Ability to effectively exchange straightforward information verbally or in writing and to act with discretion and sensitivity (A,I)
- Ability to problem solve by applying knowledge of process and procedure (A,I)
- Enthusiastic team worker and willing to work in virtual, matrix and project teams (A,I)
- Strong customer focus (A,I)
- Organisational skills (A)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Familiar with M365 software (A)
- Experience with, or willingness to learn about, working with library systems (A)
- Experience or knowledge of higher education settings (A)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage