

Job Description and Person Specification

Last updated: May 2021

JOB DESCRIPTION

Post title:	Collections Development Senior Library Assistant		
Academic Unit/Service:	Library & Arts (Collections, Technologies and Systems)		
Faculty:	Student Experience		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2b
Posts responsible to:	MSA3 Collections Development Principal Library Assistants		
Posts responsible for:	N/A		
Post base:	Office-based		

Job purpose
The post holder will provide comprehensive, effective and efficient support for Collections Development, including discovery, access, collections management, analysis, records management, data quality and digital innovation of Library collections in all their formats, supporting research and education across all faculties and subjects. Develop and maintain expert knowledge in Library collections and services and to be able to work across teams as necessary, including providing training and support to colleagues. The role requires communication with users, working with complex processes, answering enquiries and problem solving, organising and prioritising work. Using Library systems and technologies for managing information and records and systems; collaborating with colleagues from teams across the Library, including offering support for enquiries.

Key accountabilities/primary responsibilities	% Time
1. To provide comprehensive, effective and efficient support for Collections Development, for online and physical library resources, including discovery, access, analysis, collections and accurate records management, data quality and digital innovation of Library collections in all their formats. Assist and participate in organising, and prioritising collections management processes and workflows relating to Library content and collections, dealing with problems and issues which arise, ensuring that service quality and user experience are maintained to agreed standards.	60 %
2. Develop and maintain expertise in the core area of responsibility and awareness in the additional area of responsibility, including the ability to use of a range of Library systems and technologies for the management of Library collections and services, ensuring service quality is maintained and where possible, improved.	10 %
3. Collaborate with colleagues from across the Library to provide advice on the most appropriate method of service delivery and resolve complex enquiries and issues.	10 %
4. Liaise with suppliers as necessary according to the core and additional areas of responsibility, to process routine and complex requests, deal with issues and resolve problems, ensuring that quality standards are maintained in service delivery.	10 %
6. To contribute towards the development of processes and workflows, providing expertise and analysis to inform new ways of working, and contributing towards a culture of continuous improvement	5 %
7. Any other duties as allocated by the line manager following consultation with the post holder.	5 %

Internal and external relationships
Departmental and University senior management Other members of the department External customers Relevant suppliers and external contacts Faculties and Professional Services

Special Requirements
Additionally the post holder will be required to: - Occasional requirements to work outside your normal working hours (which may include evenings or weekends) in negotiation with your line manager. - Post holders may be asked to work at another campus location to support the delivery of their role and maintain library operations, following consultation with your line manager. - Demonstrate Southampton University behaviors (Embedding Collegiality – see Appendix 1)

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds. Previous work experience within an administrative role. Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages. Able to demonstrate a good knowledge of the role and its context. Ability to produce clear, accurate and concise written documentation. Experience of analysing data and presenting summary information clearly. Knowledge and understanding of digital systems and approaches to find, evaluate, create, collaborate, and communicate. Expertise in the use of relevant library systems.	Experience of Library or publisher IT systems for the management of content and collections Experience of monitoring a small scale budget	Application & interview
Planning and organising	Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events. Ability to work well with minimum supervision.		Application & interview
Problem solving and initiative	Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.		Application & interview
Management and teamwork	Able to contribute to team efficiency through sharing information and constructively supporting others. Able to ensure any staff managed or supervised are focuses on allocated tasks and aware of service standards. Ability to effectively allocate work and check the work of others ensuring required service standards and deadlines are met. Ability to adapt well to change and service improvements. Cooperative team working and participation in effective team collaborations to meet business need(s) requirements.	Previous supervisory experience	Application & interview
Communicating and influencing	Able to seek and clarify detail. Experience of providing advice on administrative procedures to colleagues and external customers. Able to demonstrate own duties to other colleagues as required.		Application & interview

Other skills and behaviours			
Special requirements			

JOB HAZARD ANALYSIS

Is this an office-based post?

☒ Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
☐ No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others