

Job Description and Person Specification

Last updated: 13 July 2021

JOB DESCRIPTION

Post title:	Open Research & Publication Practice Senior Library Assistant		
Standard Occupation Code: (UKVI SOC CODE)	N/A		
School/Department:	Library & Arts		
Faculty:	Student Experience		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2b
Posts responsible to:	Principal Library Assistant (Open Research & Publication Practice)		
Posts responsible for:	n/a		
Post base:	Office-based		

Job purpose
The post holder will provide comprehensive, effective and efficient support for library research engagement services including, but not limited to, administering payments for Article Processing Charges and other associated activities. The post holder will liaise with a variety of Library and Arts Staff, academic/research staff, and external stakeholders using relevant expertise.

Key accountabilities/primary responsibilities	% Time
1. To apply a good working knowledge of library and University systems to answer queries and resolve problems from colleagues and external users, and know when to refer these on, particularly in the areas of financial administration for the payment of article processing charges and publisher, funder or author enquiries.	25 %
2. To process invoices and orders, making effective use of University financial administrative processes and systems as required.	25%
3. To contact other departments and/or external users and stakeholders to source and exchange information, in particular in relation to open research and publication practice and the payment of publishing charges.	10 %
4. To contribute to the development of systems and procedures to ensure accuracy and timeliness of enquiry management and the approval of applications to funds in support of publishing.	10 %

Key accountabilities/primary responsibilities	% Time
5. To provide effective and efficient support to colleagues, including the co-ordination of diaries, arranging and servicing meetings, triaging enquiries, drafting and preparation of documentation and organisation of events.	10 %
6. To analyse, manipulate and interpret information in order to compile detailed summary reports on the services for colleagues and for external bodies.	10 %
7. To oversee the work of others (directly or indirectly) as an experienced team member. Providing guidance and advice to relevant colleagues through on-the-job training/coaching to help them acquire skills and experience.	5 %
8. 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

- 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 behaviours (Embedding Collegiality – see below).

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 or secretarial support role. Able to demonstrate a good knowledge of the role and its context. Able to produce clear, accurate and concise written documentation. Experience of analysing data and presenting summary information clearly. Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages, including spreadsheets. Understanding of systems, including but not limited to enquiry management, finance, integrated library system, reading list systems and relevant third-party systems, such as the Jisc Library Hub.	Experience of monitoring a budget. Experience of using institutional financial systems	Interview, certificates and references
Planning and organising	Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events. Able to work well with minimum supervision.		Interview and references
Problem solving and initiative	Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.		Interview
Management and teamwork	Able to contribute to team efficiency through sharing information and constructively supporting others. Able to effectively allocate work and check the work of others ensuring required service standards and deadlines are met. Able to adapt well to change and service improvements. Cooperative team working and participation in effective team collaborations to meet business need(s) requirements.		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.	Experience of customer service situations.	Interview

Training and development	To actively engage in a range of training and development opportunities and to be an active participant in developing skills and knowledge, engaging with the wider team and the University		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