

Job Description & Person Specification

Last updated: 14 July 2021

Job evaluated:

JOB DESCRIPTION

Post title:	Library Buildings Supervisor		
Academic Unit/Service:	Library & Arts		
Career pathway:	CAO	Level:	2a
Posts responsible to:	Library Buildings Manager CAO 3		
Posts responsible for:	N/A		
Post base:	Hartley Library (see job hazard analysis)		

Job purpose
The post holder will support the Library's Buildings Manager in ensuring that the Library Estate is maintained to agreed quality standards and that all operational functions (e.g. student and staff support, maintenance, cleaning, health and safety, security, resource management, building inductions and staff training) are well coordinated.

Key accountabilities/primary responsibilities	% Time
1. To provide a knowledgeable point of contact for internal and external customers and deal with queries either directly or escalate to the Library Buildings Manager when required. To respond quickly and appropriately to ad hoc requests of library users in respect to provision of facilities. To monitor and record details of the queries and concerns raised, and the actions taken/resolution reached. To set up and take down equipment (including AV and IT) as required in line with local Health & Safety procedures.	50%
2. To supervise the provision of operational functions within the library buildings ensuring availability of relevant materials/resources. Identify building and equipment damage/failure and arrange for repair/replacement.	10 %
3. Maintain the cleanliness of all areas of the library buildings, to include the undertaking of spot cleaning, litter collection and tidying to complement the planned activities of the domestic team and to ensure the Library Estate is maintained to a first-class condition. To report any identified building issues as appropriate for resolution.	10%
4. Contribute to the efficient receipt, internal distribution and dispatch of mail and goods at Hartley Library and the transport of items between sites to ensure prompt delivery.	5 %
5. Complete maintenance requests through the University's reporting portal and monitor actions taken. To act as point of contact for health and safety, fire and security within the building as well as act as a fire warden for the building and a first aider. Conduct regular workplace inspections and monitor work methods and activities within the building to ensure they are safe and of good quality. To report on matters of health and safety, security, room use, quality and performance.	5%
6. Take part in the testing of electrical appliances to ensure that all portable electrical equipment is tested within the required timescale.	5%

Key accountabilities/primary responsibilities		% Time
7.	Contribute to special projects as required, for example, working in themed groups or participating in the implementation of new tools and services.	5%
8.	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.	5%
9.	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 will be expected to work at various libraries across the university campuses to support the delivery of their role and maintain library operations. - 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 qualification with some relevant work experience. Excellent customers service skills 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 working in a customer-facing role. Holder of a current First Aid qualification. Expertise in the use of relevant library systems. Hold a PAT testing qualification	Application Interview
Planning and organising	Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.		Application Interview
Problem solving and initiative	Able to identify and solve a range of problems by responding to varying circumstances, whilst working within standard procedures. Able to use own judgement as to when to seek advice from a more senior colleague.		Application Interview

Management and teamwork	Able to monitor quality of services provided by other teams Able to maintain a positive outlook and show flexibility to new ideas and approaches. Able to contribute to team efficiency through sharing information and constructively supporting others. Cooperative team working and participation in effective team collaborations to meet business need(s) requirements.		Interview
Communicating and influencing	Good interpersonal and communication skills. Able to seek and clarify detail Able to explain procedures and provide assistance where necessary Good customer service skills Able to resolve tensions and difficulties as they arise		Application / Interview
Special requirements	Able to work a shift system.		Interview

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 (when undertaking cleaning tasks)	X		
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: (cleaning chemicals)	X		
Frequent hand washing	X		
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: floor buffing machinery)	X		
PHYSICAL ABILITIES			
Load manual handling	X		
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods	X		
Repetitive climbing (ie: steps, stools, ladders, stairs)	X		
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height	X		
Repetitive reaching at shoulder height	X		
Repetitive reaching above shoulder height	X		

PSYCHOSOCIAL ISSUES			
Face to face contact with public		X	
Lone working	X		
## 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