

Job Description and Person Specification

Last updated: 14 July 021

JOB DESCRIPTION

Post title:	Library Site Supervisor (Health Services Library)		
Standard Occupation Code: (UKVI SOC CODE)	N/A		
School/Department:	Library & Arts		
Faculty:	Student Experience Directorate		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2b
Posts responsible to:	MSA 3 Site Manager		
Posts responsible for:	MSA 2a Library Assistant – Library Sites		
Post base:	Office-based		

Job purpose
To the post holder will provide comprehensive, efficient, and effective support for library services including, but not limited to, administering NHS (National Health Service) access management, discovery, document delivery and inter-library-lending. Liaison with colleagues and external users in the procurement and development of scholarly resources relevant to the needs of the University, and to the University Hospital Southampton NHS Foundation Trust (the “Trust”). The role requires answering enquiries and problem solving, using relevant expertise.

Key accountabilities/primary responsibilities	% Time
1. Supervise document delivery and/or inter-lending requests. Engage with enquiry management, bibliographic checking, accessibility requirements, and liaise with colleagues on licensing and procurement. Receive materials and sort and distribute them to appropriate departments. To contribute to the creation of reading lists, in coordination with colleagues. To support the discovery of scholarly resources in collaboration with colleagues.	20 %
2. To administer NHS access management and content systems to add, remove, and edit records for eligible staff and students from both the University and Trust. Liaise with colleagues and Faculty staff to obtain up-to-date student lists and promote NHS resources to students and other stakeholders, as appropriate.	20 %
3. Supervise a range of standard, routine activities ensuring work is carried out according to agreed deadlines and quality standards. Overseeing 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.	20 %

Key accountabilities/primary responsibilities		% Time
4.	To triage NHS staff requests for training / support on the use of online information tools, delivering via face-to-face, online, and pre-recorded sessions where appropriate and passing to the Partnership Manager (NHS) as required.	10 %
5.	Apply a good working knowledge of library and university systems and policies to answer queries and resolve problems from internal and external users and when to refer these on, primarily in the areas of collections development, discovery, licensing and acquisitions, and metadata. To handle specialised enquiries in own area of expertise that have been triaged to you.	10 %
6.	To keep up to date with developments in NHS resource provision and management. Share information as appropriate with colleagues at HSL, and in the Collections and Partnership teams.	5 %
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.	To undertake any such other Library duties as may reasonably be assigned.	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 Staff of University Hospital NHS Foundation Trust Staff in other NHS library services Other NHS staff and members of the public

Special Requirements
- Occasional requirements to work outside your normal working hours (which may include evenings or weekends) in negotiation with your line manager. Participation in rotas for evening and weekend duties, as required. - 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. 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.	Expertise in the use of relevant library systems. Understanding of the NHS information resources and information systems environment.	Application & Interview
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.		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 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
Digital	Knowledge and understanding of digital systems and approaches to find, evaluate, create, collaborate, and communicate. Expertise in the use of relevant library systems.		Application & Interview
Training and development	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.		Application & Interview
Other skills and behaviours	Able to demonstrate alignment with the University's core values in all areas of work, and champion those behaviours in the Library.		Application & Interview

	Knowledge and understanding of digital systems and approaches to find, evaluate, create, collaborate, and communicate.		
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