



Job Profile

Post:	Information Assistant
Job number:	TBC
Reports to:	Academic Liaison Librarian
Hours:	Variable 6-hour shifts (Monday to Friday)
Contract type:	Permanent, Part-Time

Campus base: Based at our Chichester campus, but required to work at any centre where University business is conducted that is within reasonable distance of the campus base.

Function of the Post:

To provide a support service for all Library Resource Centre (LRC) users, including information, advice and instruction and to undertake essential administrative library procedures, including book acquisitions, mostly through the use of the Library Management System. Acting proactively to manage your own time to complete tasks within a busy and multifaceted team environment.

Principal Accountabilities:

- Use the Library Management System and provide advice on the self-service system to ensure the accurate issue, discharge and renewal of library items (e.g. books, audio visual and IT equipment and materials); to deal with requests, recalls and fines with diplomacy and consistency; to modify stock and borrower records; and to deal with all related queries.
- Provide assistance, advice and when necessary, instruction on the use of all library resources and services, including the catalogue, electronic databases, printers, photocopiers, and PCs to all library users and members of the SIZ team on request, referring them to the appropriate Academic Liaison Librarian. Assisting the Academic Liaison Librarians in withdrawing stock and liaising with the relevant shipping company.
- Provide guidance on the use of the self-service system, including ensuring the timely movement of books circulating through the LRC.
- Undertake the online checking, costing and ordering of library books from suppliers as required and the receipting and checking of orders and to maintain library book and journal purchasing records using Microsoft Excel spreadsheets
- Deal with all enquiries with courtesy and authority, helping all visitors and users as far as possible, employing communication skills and knowledge of the University.
- Assist with the operation of the Learning Resources Centre (this may include during evenings and weekends if appropriate), including security, the control of user behaviour and any health and safety issues that may occur, such as evacuation in the case of fire. To reinforce noise

management and to provide enquiry and customer support as part of a floor walking rota, as appropriate.

- Help maintain the library resources in good order.
- Undertake essential administrative procedures, including routine electronic and written communication with library users, other libraries and book suppliers; processing post, answering the telephone and using Microsoft Office packages.
- Provide administrative support for librarians when requested.

Teamwork

- Understand and actively embrace the University's distinctive sensibility, the qualities, values and characteristics expected of everyone working for the University.
- Act as a responsible team member, leading where agreed, and develop productive working relationships with other members of academic and professional services staff.
- Contribute to and/or lead on team and departmental meetings, training and/or committees internally or externally.
- Contribute to the development of new systems and procedures.
- Work with colleagues and students to sustain and strengthen an inclusive, supportive, caring and authentic learning community.

Other duties:

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. The list of duties in this job profile should not be regarded as exclusive or exhaustive and require a flexible approach to work. Please note that, in consultation with you, the University reserves the right to update your job profile to reflect changes in, or to, your post.

Equality, Diversity & Inclusivity

- Take responsibility for upholding and complying with the University's Equality, Diversity and Inclusivity policies and for behaving in ways that are consistent with fair and equal treatment for all.
- Take responsibility for own learning and engagement with equality issues and actions and consider the impact of their actions to ensure that they do not have a detrimental effect on achieving equality of opportunity.

The University believes that everyone has the right to be treated equally and that the diversity of individuals and groups should be embraced, valued and respected. The University is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation, and to support this the University has a number of policies that staff should ensure they are familiar and compliant with. All policies are available on the University's Intranet. Any breaches may lead to termination of employment.

Health and Safety

Take responsibility for ensuring that workplace responsibilities within the University are carried out with full regard to, and in support of, the University's Health and Safety policies. This might include acting as Health and Safety Co-ordinator, Fire Warden, Risk Assessor, First Aider or other Health and Safety Representative.

Sustainability and Environment

The University is fully committed to sustainable development and environmental initiatives. It accepts its environmental responsibilities and recognises the contributions it can make to the resolution of global, regional and local environmental issues. The University will continuously seek to improve its environmental performance and will comply, as a minimum, with all relevant environmental legislation,

regulations and codes of practice. All staff are required to support the aims of the University's Environmental & Sustainable Development Policy.

Data Protection

You will be responsible for ensuring that workplace responsibilities, within the department, are carried out in compliance with the requirements of the Data Protection legislation and the Employment Practices Data Protection Code 2002, especially concerning confidentiality, treatment of personal information and records management.

Right to Work

The current British and European Law states that the University cannot employ a person who does not have permission to live and work in the UK. Immigration guidance is available at <https://www.gov.uk/guidance/new-immigration-system-what-you-need-to-know>. All new employees will need evidence of their right to work including evidence of settled status, pre-settled status or a valid visa. Please note the University is unable to financially support any visa applications.

This role is unlikely to meet the minimum standard salary requirements set by the UKVI to enable sponsorship of migrant workers through a skilled worker visa and therefore candidates cannot rely on University Sponsorship when applying for this post. Information on other visa options is available at <https://www.gov.uk/check-uk-visa>

Disclosure Service Certification from the Disclosure and Barring Service

University staff may be required to hold Disclosure Service certification from the Disclosure and Barring Service (DBS). The University is a registered body with the Disclosure Service, reference number 20537300005. Further information about the Disclosure and Barring Service is available from the DBS website at <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Principal Attributes and Person Specification:

Essential requirements are those, without which, the candidate would not be able to do the job. It is expected that the post holder will have the knowledge and qualifications indicated, or equivalent qualifications and experience.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

	Essential	Desirable	Evidenced through
Knowledge and Qualifications	Good general education. Knowledge and competence in using computer systems.	Education to A-level or equivalent. Experience of working within a Higher Education environment.	Application/CV Documentary Evidence
Skills	High standards of customer service with a helpful confident approach. Well-developed and demonstrable verbal/written communication and inter-personal skills which enable you to communicate with staff at all levels and students. Good interpersonal skills, and strong administrative,	Ability to develop and maintain productive professional networks.	Application/CV Interview References/

	organisational and time management skills. Competency in a variety of IT packages, including Microsoft Teams and Microsoft Office Suite including, Word, Excel, Outlook and PowerPoint. High levels of accuracy and attention to detail. Ability to successfully co-ordinate and prioritise workload. Able to work on own initiative as well as part of a team in a pressurised time bound environment.		
Experience	Previous experience of working in a library environment or a similar position. Prior experience to demonstrate effective organisational, time management and administrative skills. Prior experience to demonstrate accuracy and attention to detail. Previous experience of using Microsoft Office.	Experience of education and supporting learning. Experience of using a Library Management System.	Application Interview References
Personal attributes	Diplomatic and able to exercise tact, discretion and confidentiality. Able to work successfully alone or as part of a team working unsupervised and using own initiative as required. Able to work flexibly and positively with a helpful attitude to work. Confidence in dealing with a wide range of people. An interest in education and supporting learning.		Interview References

Salary Grade: 7

Date profile reviewed: October 2025

Skilled Worker Route SOC Code: N/A