

ual:

Job description and person specification

Library Digital Advisor

Job description

Job title	Library Digital Advisor
College/Service	Education
Department/Team	Library Services
Accountable to	Library Digital Supervisor or Assistant Learning Resource Managers as designated
Contract	Choose an item.
Term	XX hours per week, XX weeks per year
Grade	Grade 3
Salary	Choose an item.
Location	Choose an item. There is some working from home opportunities available with this role
HERA Reference	002195

Purpose of the role

To deliver high-quality customer-focused library services at the University of the Arts London (UAL). Library digital resources are integrated within UAL Libraries to support a variety of learning styles, including activity-based and social learning, in a flexible, innovative digital environment. This role will support learning, teaching and research activities through the efficient day to day running of library services and support at your designated site.

Key duties and responsibilities

Customer Service

1. Communicate with our users in person and online, providing a high-quality customer-focused service. Refer or resolve enquiries.
2. Support customer services processes and use the library management systems for equipment loan, room bookings and managing membership and resources.
3. Assist in the maintenance and development of the Library Services equipment and digital platforms. Provide first line support for technical issues, software, and digital literacy, referring where appropriate.

Teaching and learning support

4. Plan, design and deliver learning support in line with departmental strategy; including induction, digital literacy workshops and one-to-one support. Assist with the development of learning materials, including online and digital resources.
5. Engage with developments in libraries and technology within the University of the Arts London, and the FE/HE sectors. Share best practice to improve the quality and delivery of digital learning support in Library Services.

Technical

6. Maintain a welcoming and accessible environment for the library digital experience. Promote use of digital resources to encourage students' independent learning by creating support guides.
7. Order and install equipment, including computer and audio-visual hardware, software and peripherals.
8. Support configuration of workstations, peripherals and other network devices, ensuring compliance with current legislation and university guidelines for systems security, data protection and licence agreements.
9. Liaise with Digital & Technology and college technical teams to support the maintenance of inclusive digital and technical resources in library services.

General

10. Collate and maintain, management data, learning support statistics, and student feedback, for reporting. Refer where relevant.
11. Supervise team members as required. This includes training colleagues.
12. Library Services policies and procedures and contribute to and take part in Library Services projects or activities as required.
13. Represent the department at internal and external meetings. Feed back to colleagues as required.

Key working relationships

- Service managers (Library Digital Senior Advisors, Academic Support Librarians, ALRMS/LRMS)
- Library Services colleagues
- UAL technical staff
- Library users

General duties

These duties below are in addition to the duties and responsibilities listed above:

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- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal (PRA) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- We are looking for someone with a level 6 (degree level) qualification and/or relevant digital skills.
- Experience in a Library or other digital education role.

Communication skills

- Written and oral communication skills including for presentations.
- Strong interpersonal skills and the ability to make people feel welcome and to listen and respond in a diplomatic and inclusive manner.

Leadership and management

- Supervises individuals or a team effectively. Has some knowledge of Information management practice.

Research, teaching and learning or Professional practice

- Interest in developments in digital technology, particularly in the context of art and design. Awareness of developments in learning, teaching and research, including e-learning technologies and digital literacy.

Person specification

- Broad digital skills including understanding databases, confidence using IT hardware such as printers and software including Microsoft Office 365 tools
- Understanding of the operations of digital learning spaces and/or makerspace facilities and familiarity with Adobe Creative Suite, and a range of assistive technologies.

Planning and managing resources

- Demonstrate flexibility to plan, prioritise and organise own work and that of the team to achieve objectives on time. Manage multiple tasks and work calmly under pressure. Plan for sustainable collection development within a budget.

Teamwork

- Ability to work collaboratively as part of a team, and with different professional groups, leading by setting objectives and managing priorities, completing shared tasks, and asking for & giving support as needed

Student experience or customer service

- Strong customer focus with the ability to work as a key contact to provide a responsive and professional service to meet diverse student and customer needs in an inclusive way.

Creativity, innovation and problem-solving

- Uses initiative and creativity to resolve day-to-day-problems using a range of systems and processes, and to develop new practice.