

ual:

Job description and person specification

Academic Support Librarian

Job description

Job title	Academic Support Librarian
College/Service	Education
Department/Team	Library Services
Accountable to	Assistant Learning Resources Manager
Contract	Permanent
Term	35 hours per week, 52 weeks per year
Grade	Grade 4
Salary	£ per annum
Location	UAL - King's Cross, London UK There is some limited working from home opportunity available with this role
HERA Reference	001967

Purpose of the role

To contribute to the development, and delivery of high-quality customer-focused library services at the University of the Arts London (UAL). To support learning, teaching and research activities. Provide effective academic liaison, collection development, and enquiry and learning support. To promote and enable access to resources, collections and services. To manage the work of your reports and to and co-ordinate the work of your local team to provide inspiring services and spaces.

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 including those in your area of responsibility.
2. Oversee customer services processes using the library management system for borrowing, managing membership, collections, data analysis and reporting.
3. Contribute to the use and development of Library Services equipment and digital platforms. Provide first line support for library software and digital skills. Refer to other services where appropriate.

Academic liaison

4. Provide effective support to students and teaching staff by establishing working relationships with course teams and other academic staff. Attend course committees; develop subject knowledge; take part in course validations and other quality assurance activities.
5. Advise courses and lead on support for library colleagues in development of reading lists. This includes selection of the best available resources and formats based on subject knowledge and UAL strategic objectives.
6. Advise on referencing, copyright and compliance for reading lists and online resources provision, referring as appropriate.

Teaching and learning

7. Lead on planning, design and delivery of learning support in line with departmental strategy; including induction, information literacy and research skills and one-to-one tutorials. Lead in developing learning materials and using digital learning technologies for teaching.
8. Engage with developments in libraries, teaching and learning within the University of the Arts London, and the FE/HE sectors. Develop best practice to improve the quality and delivery of learning support in Library Services.

Collections

9. You are responsible for maintaining an inclusive and relevant collection for your programme of study. You will promote the collection to inform and inspire research.
10. Working to a WH budget you will source, order and provide access to physical and digital collections.
11. You will work with the resources and systems team on the organisation of site collections. This includes weeding, maintaining library records and running reports for stock management.

Management

12. Collate and maintain management data, learning support statistics, and student feedback. Provide reporting and analysis as required. Report and respond to data trends and performance measures.
13. Line manage staff as required. This includes contributing to staff recruitment and training and managing HR policy and processes.
14. Represent the department at internal and external meetings. Feed back to colleagues as required.
15. Maintain and develop Library Services policies and procedures with relevant managers. Contribute to and take part in Library Services projects or activities as required.

Key working relationships

- Service managers (ALRMS/LRMS)
- Functional Managers for collections, customer services, academic liaison and library digital
- Library Services colleagues
- UAL Academic staff
- Library users
- External partners

General duties

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

- 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 library qualifications and experience in supervision or management of staff and services in a Library or similar environment

Communication skills

- Written and oral communication skills including for report writing and 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

- Motivates and leads a team with empathy, setting clear objectives to manage performance. Has a thorough understanding of information management practice

Professional practice

- Advanced research skills and ability to adopt effective teaching skills and apply professional practice to support learning
- Digital skills including understanding databases such as the library management system, confidence using IT hardware such as printers and software including Microsoft Office 365
- An understanding of collection care and a demonstrable interest in improving service delivery, customer service standards and library engagement and an interest in contributing to advancing professional practice/research or scholarly activity

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 library systems and processes, and to develop new practice.