Job Description & Person Specification

Last updated: 13 July 2021

JOB DESCRIPTION

Post title:	**Reading Lists Senior Library Assistant**		
Academic Unit/Service:	Library Services (Collections, Technology and Systems)		
Faculty:	Library and Arts		
Career pathway:	Management, Specialist and Administrative (MSA)	Level:	2b
*ERE category:	N/A		
Posts responsible to:	MSA3 Reading List Principal Assistant		
Posts responsible for:			
Post base:	Office-based/home working		

Job purpose
This role will provide comprehensive, effective, and efficient administrative support to the Reading List team, other Library colleagues and library users. The postholder will be expected to develop and maintain an in-depth knowledge of, and abide by, the provisions of the Copyright Licensing Agency (CLA) license and other relevant copyright legislation associated with facilitating digital requests.

Key accountabilities/primary responsibilities	% Time
1. To take the lead in processing new academic digital requests via the Digital Content Store (DCS) adhering to the CLA licence. Applying a good understanding of the established processes to communicate with academic staff to resolve more complex issues. Where necessary pursuing and procuring alternative options. Carry out necessary housekeeping of the DCS to ensure all records are maintained in adherence with our CLA licence.	30%
2. To apply an in-depth working knowledge of the Reading List system to: • Deliver a range of service support tasks, advising and assisting colleagues and customers on specific systems or processes in order to maximise service quality, efficiency and continuity. • Organise and resolve standard work issues independently, providing advice on established procedures and related matters to staff at all levels and to customers. • Conducting reviews of lists submitted by academic staff, ensuring lists are linked correctly and sufficiently resourced for students. • Liaising with academic staff where support and/or mentoring on list creation are required.	30%

Key accountabilities/primary responsibilities	% Time
• Contribute toward the acquisitions of new resources as part of the reviews process.	
3. Receive, and respond to, daily reading list enquiries from/to customers and colleagues through the various mediums – to resolve independently both standard enquiries and the more specialist enquiries relating to reading lists. Judging when to pass more complex queries on to or involve others, to provide a timely and effective service.	15 %
4. 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.	5%
5. Contribute towards the development of Reading List processes and workflows, providing expertise and analysis to inform new ways of working, and contributing towards a culture of continuous improvement. Produce spreadsheets and reports to support service delivery.	5%
6. 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. Maintain a good knowledge of relevant policies and procedures, ensuring they are applied consistently in line with library and university policy and relevant legislation.	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. 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 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. Experience and a good awareness of customer service practice and enquiry handling.	Experience of working in a library or higher education organisation. Able to demonstrate an understanding of the role of university libraries.	Application form and Certificates

	Previous work experience within an administrative role.	Experience and expertise of using online information systems and databases.	
	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.		
	Ability to produce clear, accurate and concise written documentation.		
	Experience of analysing data and presenting summary information clearly.		
	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.		
Planning and organising	Able to organise allocated activities and accommodate non-standard tasks as they arise.		Application and interview
	Consistency and attention to detail. (moved from (*)		
	Ability to work without direct supervision.		
Problem solving and initiative	Proven ability to use initiative and judgement to resolve problems independently whilst working problems by responding to varying circumstances to standard operating procedures.		Application and interview
Management and teamwork	Able to contribute to team efficiency through sharing information and constructively supporting others.	Previous supervisory experience	Application and Interview
	Able to ensure any staff managed or supervised are focuses on allocated tasks and aware of service standards.		
	Ability to effectively allocate work and check the work of others ensuring required service standards and deadlines are met.		
	Ability to adapt well to change and service improvements.		
	Cooperative team working and participation in effective team collaborations to meet business need(s) requirements		
Communicating and influencing	Sound ability to adjust communication style in different contexts and channels.		Application and Interview
	Able to communicate effectively in in handling of complex queries.		

	Evidence of ability to provide explanations of policy or process to colleagues and customers. Able to demonstrate own duties to other colleagues as required.		
Other skills and behaviours	Enthusiastic, positive outlook with a proven ability to respond effectively. Ability to remain calm. Excellent customer face to face skills. Consistent positive mood and approach to customers. Welcoming and polite at all times.		Application and interview
Special requirements			Application and 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			
## 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