Last update July 2024

JOB DESCRIPTION

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| Post title: | **Special Collections Receptionist** | | |
| Standard Occupation Code: (UKVI SOC CODE) | N/A | | |
| School/Department | Library | | |
| Faculty: | Professional Services |  |  |
| Career pathway: | MSA | Level: | 1b |
| Posts responsible to: | Archivist (Sarah Maspero) | | |
| Posts responsible for: | None | | |
| Post base: | Office-based | | |

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| Job purpose |
| To deliver Archives and Rare Books searchroom services to readers, offering help and advice appropriate to the needs of each individual to agreed procedures and quality standards to maximise service quality and continuity. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | To deliver Archives and Rare Books searchroom services according to set procedures and security requirements: receiving readers; answering general enquiries about procedure and general information about the Special Collections and holdings; and routine security tasks | 60 % |
|  | To contribute to the Archive listing projects according to set standards and to make effective use of the Archives Management System and Library Management System to deliver a range of services for Special Collections | 20 % |
|  | To provide support services for Special Collections, including repackaging of collections and the production of archive and printed material from secure stack following standard procedures in Special Collections and checking and processing donations to printed collections  To provide administrative support to contribute to the effective operation of the Special Collections | 15 % |
|  | To undertake any such other Library duties as may reasonably be assigned, including participation in rotas for evening and weekend duties, as required. | 5% |

| Internal and external relationships |
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| Other members of the department  Staff and students from the University  External users of collections and stakeholders |

| Special Requirements |
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| Physically active and able to move and lift collections  Working as part of a team in a secure environment.  Occasional requirements to work outside 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. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Reception experience gained through training in a similar role  Able to apply knowledge of established practices and procedures and awareness of customer needs.  Knowledge and understanding of digital systems and approaches to find, evaluate, create, collaborate and communicate. | Experience of work in an Archives or Heritage environment.  GCSE or equivalent in English and maths | Interview |
| Planning and organising | Able to carry out allocated tasks to time and to required standards |  |  |
| Problem solving and initiative | Able to independently solve problems whilst working with standard procedures and to know when to seek advice.  Able to undertake reception and administrative work without close supervision |  | Interview |
| Management and teamwork | Cooperative team working and participation in effective team collaborations to meet business need(s) requirements. |  | Interview |
| Communicating and influencing | Able to seek and clarify detail.  Experience of a customer service environment. |  | Interview |
| Training and development | 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. |  | Interview |
| Special requirements | Working in a secure environment  Demonstrate Southampton University behaviours (Embedding Collegiality – see below) |  | Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| 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.

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| **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.

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| **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 |
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| **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 |