Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Senior Library Adviser</th>
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<tbody>
<tr>
<td>Job family and level</td>
<td>Administrative, Professional and Managerial Level 3</td>
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<tr>
<td>School/Department</td>
<td>UoN Libraries</td>
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<tr>
<td>Location</td>
<td>George Green Library (University Park)</td>
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Purpose of role
To lead a team of staff to deliver a consistently excellent proactive and student-focused service in a constantly changing environment. To manage the frontline delivery and efficient running of a wide range of high-quality library services at one or more sites and throughout extensive opening hours. To share our ethos that we Aspire to be WISE: Welcoming, Inspiring and Supportive of Everyone.

Main responsibilities
(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
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To be responsible for the day-to-day delivery of high quality, frontline library services within policy guidelines.
- Develop and maintain expertise across the relevant services so that more complicated queries/issues can be answered, and support offered to frontline staff
- Understand the appropriate referral routes for those queries/issues that cannot be dealt with locally
- Take responsibility for the banking and auditing arrangements of all cash, card and vouchers transactions
- Be the key contact at the site taking responsibility for the library in the absence of more senior staff
- Use initiative and discretion as appropriate and within guidelines to maintain high quality services
- Liaise regularly with more senior staff so that there is a coordinated approach to service delivery across sites

Services include:
- Front of house service including welcome, access control and security of the building and contents throughout library opening times
- A comprehensive frontline help and enquiry service (physical and virtual) including welcome and orientation support for students at key times of the year
- A wide range of lending services including laptop/tablet loans
- Interlibrary loan services
- Shelving, shelf tidying and procedures for finding missing items
- Collection of requested items for book delivery service across sites
- Efficient provision of study space including room bookings
- Support for print, copy and scan services

40%
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| 1 | ▪ Library building management including health and safety  
▪ Support for collection management activity  
▪ 24/7 opening |
| 2 | **To line manage, train and support a team of staff to ensure that they are motivated and enabled to provide the best service possible**  
▪ Actively manage a team of staff to provide a consistently excellent service, role modelling good behaviour and leading by example.  
▪ Provide informal feedback, formal appraisal (personal development and performance review) and support with hr issues e.g., Sickness absence  
▪ Arrange staff rotas and organise tasks efficiently  
▪ Arrange cover and payments for extra hours within guidelines  
▪ Lead the recruitment of apm2 staff including chairing panels contribute to developing and delivering staff training |
| 3 | **To work proactively to continually improve and develop services**  
▪ Actively demonstrate a commitment to high quality service delivery  
▪ Contribute to the review of services, highlighting any discrepancies or improvements that might be made  
▪ Contribute to projects to review and develop services  
▪ Maintain an awareness of library services as they develop  
▪ Respond positively to customer feedback  
▪ Liaise with staff from other sites and sections to provide an integrated and consistent service |
| 4 | **To draft clear documents within guidelines supporting service delivery and publicity**  
▪ Draft procedures and training materials for staff so that they are able to deliver excellent service consistently  
▪ Draft publicity in a variety of formats to promote awareness of services to a wide range of customers  
▪ All documents to be produced within guidelines and for approval by the Senior Librarian (Customer Services) or Librarian (Customer Services) as required |
| 5 | **To implement procedures and equip the building to ensure that staff, customers and contents comply with current health and safety and Disability Discrimination Act legislation and good practice.** |
| 6 | **To ensure that library customers adhere to the regulations about behaviour in order to maintain an acceptable standard and a suitable learning environment in the library.** |
| 7 | **To pursue a programme of continuing personal development, including development of specialist skills and knowledge required for the role. Attendance outside the role holder’s normal working hours may be required.** |
|   | The post holder will be required to travel to other campuses on a regular basis. |
|   | Any other duties appropriate to the grade and role of the person appointed. |
## Person specification

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<th>Essential</th>
<th>Desirable</th>
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| **Skills**               | ▪ A commitment to deliver a high-quality professional service to students and staff  
▪ Excellent interpersonal skills  
▪ Excellent written and verbal communication skills at all levels  
▪ Good leadership and motivational skills  
▪ Effective time management and organisational skills including workflow management  
▪ Ability to work well under pressure  
▪ Change management skills  
▪ Ability to work on own initiative and as part of a team  
▪ Flexible approach to working  
▪ Ability to work accurately and pay attention to detail  
▪ Ability to deal efficiently with cash and card payments  
▪ Ability to gain new skills quickly  
▪ Good IT skills (confident with Microsoft Office applications, Email and the web) | ▪ An interest in and awareness of university libraries and the services they offer  
▪ Working knowledge of other relevant areas of the University  
▪ Awareness of business continuity procedures and processes |
| **Knowledge and experience** | ▪ Broad vocational experience demonstrating general knowledge of professional practice and development through involvement in a series of progressively more demanding, relevant customer service work  
▪ Supervisory experience  
▪ Experience of training staff either formally or informally  
▪ General enquiry work | ▪ Experience of staff recruitment and development  
▪ Experience of project management  
▪ Knowledge of basic reference sources and techniques  
▪ Experience of supporting high demand frontline equipment  
▪ Relevant experience in a library or an academic environment  
▪ Good knowledge of health and safety legislation  
▪ Good knowledge of accessibility issues |
| **Qualifications, certification and training (relevant to role)** | ▪ Good standard of education evidenced by GCSEs/A-levels including GCSE Maths and English at grade C or above, or equivalent | ▪ A degree or equivalent in a relevant subject  
▪ A postgraduate library/information studies qualification  
▪ Associate of Chartered Institute of Library and Information Professionals (ACLIP) |
The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

**Valuing people**
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

**Taking ownership**
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity and Inclusion and other considerations.

**Forward thinking**
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

**Professional pride**
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

**Always inclusive**
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others