



1. Advert

Post Title: Teaching and Learning Library Officer

Division: Library

Hours: full time or part time hours considered up to a maximum of 1 FTE / 36.5 hours.

Requests for [flexible working](#) options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: permanent

Reference: 21425

Salary: starting at £28,759 to £32,982 per annum, pro rata if part time

Placed on: 05 September 2023

Closing date: 04 October 2023. Applications must be received by midnight of the closing date.

Expected interview date: to be confirmed

Expected start date: As soon as possible

About the role

This is an exciting opportunity to join the Library's Teaching and Learning team. In this role you will be supporting a small team and play an important part in the delivery of Library teaching; helping students to get the most out of our physical and digital resources. You will support the Teaching and Learning Librarian in delivering information literacy, research and academic skills teaching for undergraduate and taught postgraduate students across all subject areas.

This involves in-person teaching and training across campus embedded in university modules. You will deliver sessions on campus to both large and small groups in lecture theatres and seminar rooms and deliver 1-2-1 support both in-person and online.

This role also entails a substantial amount of administrative work. You'll be required to co-manage a busy inbox, track and schedule group and 1-2-1 sessions, collate statistics and contribute to our online educational and support platforms including updating content on the Subject Guides, Skills Hub and Canvas VLE.

In addition you will also play a part as part of the wider team in answering questions about these resources and services by contributing to our in-person and online enquiry services. In this role you will be required to supervise, support and train library assistants in delivering a range of excellent student-oriented services.

About you

This role would be suited to someone who enjoys working in a busy university library interacting with students, supporting with databases, referencing and digital and academic skills. You will be comfortable with Microsoft office tools, have the skills to manage your own workload and communicate clearly with the team, line management and stakeholders. You will also be confident using, and experimenting with, the digital tools that enable you to best support student learning.

Please contact Nicholas Heavey n.heavey@sussex.ac.uk for informal enquiries

About our Division

Founded in 1961, the University Library is an important research facility in the UK with exceptional services and internationally significant collections. Today the Library is far more than a building and a collection of printed materials. It plays a central role in the creation, publication, application and preservation of knowledge and research at our thriving University. As a crucial partner in the University's learning and research agendas, the Library constantly seeks ways to be as closely connected as possible to the changing nature of the work of Schools to contribute fully to the enrichment of the lives of their students and the advancement of their research

Why work here...

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme 12% total Pension Scheme(grades 1-6) 31.4% total (grades7-10)
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave through our Scheme for a great home and work life balance
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students, and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. Job Description and Person Specification

Job Description for the post of: Teaching and Learning Library Officer

Division: Student Experience

Department: Library

Location: Hybrid

Grade: 5

Responsible to: Teaching and Learning Librarian

Responsible for: Library Assistants

PRINCIPAL ACCOUNTABILITIES

- Provide training, information, advice, and guidance on Library resources, information literacy and academic skills
- Assess queries and potential issues, advising on solutions and linking with relevant library teams.
- Using knowledge and experience to solve standard problems directly where possible.
- Develop and maintain effective relationships to engender confidence and trust in the advice provided.

KEY RESPONSIBILITIES

- Confidently advising students, line managers and staff members, using appropriate methods of communication tailored to the audience answering straightforward questions or researching regulations, policies, and procedures to answer more complex questions, or redirecting as appropriate, sometimes in situations where feelings may be running high.
- Role model good behaviours and knowledge to other team members and stakeholders.
- Developing and maintaining productive and collaborative relationships with students, managers, colleagues, and other service areas demonstrating professional credibility.
- Develop and maintain an in-depth understanding of the area within which the role operates and the work of relevant external agencies, service providers, employers and training providers
- Researching particular areas of enquiry to ensure appropriate advice is given.
- Keeping up to date information regarding developments in practices and legislation within relevant areas and sharing knowledge within the team.
- Supporting senior colleagues where appropriate in educating and developing the knowledge and understanding of users about the services provided to promote self-service and self-reliance
- Where required, deliver coaching and training to develop capabilities in line with required improvements.
- Producing high quality, up to date accurate information on relevant subject areas for publications and web pages.
- Maintaining and updating information systems in line with the Data Protection Act, and ensuring accurate recording of query types and suggestions ideas for improvement
- Preparing ad hoc and regular management reports on the use of the service area to aid the improvement of processes and understanding of the services provided.
- Provide advice on ongoing projects and how they might affect service users.

- Providing support and guidance for the service area administration team.
- To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

Dimensions

- This role does not have any budget responsibility.
- This role does not have any line management responsibility.
- This role does not have any responsibilities for equipment or premises.
- The post holder reports to the Teaching and Learning Librarian, they are given clearly agreed responsibilities in specific areas. Their line manager would agree daily/weekly/monthly tasks and duties in order to achieve their agreed objectives and support the delivery of the University's goals. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Support achievement of the Library's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Good secondary education (see role-specific criteria below).
2. Effective planning and organisational skills in order to manage email enquiries and scheduling.
3. Well-developed interpersonal skills with the ability to quickly build rapport with faculty, students, researchers and professional services staff.
4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries in-person and via email
5. Ability to work flexibly within a small team and on own initiative.
6. Ability to assess problems effectively and suggest solutions for minor impact decisions autonomously.
7. Competent IT skills to effectively manager own workload – MS Suite and support and troubleshoot user enquires.
8. Ability to provide pastoral welfare support to junior members of the team where necessary.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Good working knowledge of information literacy, library resources, library management systems.
2. Experience delivering user education especially information literacy, digital and academic skills training.
3. Experience developing PowerPoints and creating online learning videos in line with learning objectives.
4. Experience of supervision and staff training.
5. Ability to research topics and subject areas to deliver 1-2-1 support.
6. Experience writing for the web.

DESIRABLE CRITERIA

1. Relevant experience in a similar role.
2. Relevant experience working in a university or similar environment.