

Job Description

Position:	Academic Liaison Librarian
School/Service:	Student Services & Experience (Library)
Reference:	SSE-072/P
Grade:	Grade 5
Status:	Permanent
Hours:	Full-time 36.25 hours per week. (Some work outside these hours may be required e.g. Open Days, events, and attending staff development sessions)
Reporting to:	Academic Liaison and Collections Senior Team Leader
Responsible for:	N/A

Main Function of the Position:

- As an Academic Liaison Librarian you will take an operational lead on:
 - Academic and professional support, including liaison and user education
 - Subject support enquiry services
 - Resource Lists Online
 - Induction
 - Communicating with all users: promotion of resources and services
 - Support: including Online appointments and Subject Guides
 - Ad-hoc projects
- Working closely with the Academic Liaison and Collections Senior Team Leader you will take a more strategic lead in at least one of these areas: User Education, External access, Copyright and Data Protection, Research Liaison and Support including Referencing.
- Responsible for updating and continuously developing library materials and online information and liaise with academic colleagues within a nominated Faculty.
- Represent the Library at Faculty/School committees and other meetings and you will be expected to maintain the highest standard in the execution of your duties.
- Responsible for the collaborative design, promotion and delivery of library skills and online training to support student learning and increase usage of library resources.

Principal Duties and Responsibilities:

1. To ensure full liaison with library users at all levels; to have regular contact and an excellent working relationship with Faculty staff and representatives by identifying and developing efficient communication channels including attendance or contribution to Staff Student Liaison Committees; informing Library management of areas of interest or concern from your Faculty; regular promotion of library services; and providing inductions for new members of staff

2. To develop academic staff engagement with resource allocation processes, online resource lists, use of Subject Guides and Discovery Services and study skills support.
3. To develop research support, including the provision of training sessions for research students and staff.
4. To identify trends in service demand from all customer contacts and to highlight/share this information with the appropriate team and/or line manager to support the accreditation of Customer Service Excellence award.
5. To support colleagues in The Library and wider Student Services and Experience teams to identify student engagement opportunities. Analyse data and communicate the findings to the wider management team.
6. To work with colleagues to drive forward service improvements and provide students with clear direction for seeking support and seamless referrals to support academic, pastoral, social and mental wellbeing.
7. To help coordinate the administration and delivery of Induction activities, library tours and on campus events and campaigns and provide administrative support to develop initiatives to support students.
8. Provide high quality administrative support to and cover for colleagues within the Library, as required.
9. Liaise with key staff in central teams and the Students' Union as appropriate when organising and publicising events, inductions and webinars.
10. To prepare reports and provide statistics at the direction of the Academic Liaison and Collections Senior Team Leader and the Library Manager as appropriate.
11. Designing & developing content for the website, social media, videos and podcasts, in conjunction with the relevant teams to target and engage students with the Library offering at the University.
12. Lead, design and deliver library skills e.g. digital literacy education. Investigating and promoting new ways to deliver synchronous and asynchronous information skills content as part of a blended learning model.
13. To analyse feedback from surveys e.g. NSS, PTES, PRES and Module evaluation, using insight to develop targeted support.
14. To actively engage and keep abreast with trends in HE and other libraries and professional support groups to support and disseminate best practice throughout the wider professional community.
15. To evaluate and report on new approaches to improve the quality and delivery of Library services.
16. To support users at all levels in their transition into, and journey through, Higher Education, embedding Equality, Diversity and Inclusivity (EDI) at the heart of all training and resources to ensure specific learning difficulties and disabilities are considered

17. To anticipate and resolve specialist subject enquiries; supporting frontline service colleagues with referred enquiries. To supervise colleagues who support their activities.
18. To create appropriate guidance material, ensuring online library content (e.g. resource lists and Subject Guides) is updated, relevant, accessible and compliant with copyright and data protection
19. To be innovative, communicating effectively and sharing, developing and evaluating best practice with colleagues
20. To be responsible for digital and information literacy skills provision for your Faculty, both class-based and online working alongside colleagues to ensure a seamless provision for library users.
21. Participate in enrolment, open days, graduation, induction and Student Services and Experience events as required.
22. To contribute fully to all Library work and to the development of Library services, processes and strategy. This will include participation in ad-hoc projects and full involvement with staff development activities.
23. Preserve the confidential nature of the services provided to individuals. Working to ensure services meet the needs of customers and full the University's duty of care to others.
24. Ensure a safe working environment and abide by the University health and safety policies and practise and to observe the University's Equal Opportunities policy and Dignity and Work policy at all times.

The post holder will be expected to:

- Work flexibly including evenings and at weekends for events such as enrolment, open days and Student Services events. Remaining flexible in the event of a crisis or emergency situation, with the potential to work evenings and weekends.
- Attend and participate in work related training and staff development activities, which may take place off campus and involve overnight stay.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes where appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance.

Person Specification

Position: Academic Liaison Librarian		Reference: SSE-072/P	
School/Service: Student Services & Experience		Priority	
Criteria		(1/2)	Method of Assessment
1	Qualifications		
1 a)	GCSE grade A-C, or equivalent standard of education, in English & Mathematics	1	Application Form /Documentation
1 b)	Chartership or Fellowship with CILIP (or equivalent), or clear commitment to completion if not yet awarded	1	Application Form/ Documentation
1 c)	Honours degree in relevant subject area or equivalent level experience	1	Application Form/ Documentation
2	Skills / Knowledge		
2 a)	Competent in the use of computer technology e.g. Microsoft Office, Word, Excel, Access – other databases, email, Video Conferencing such as MS Teams or Zoom and the internet	1	Application Form/Interview/ Presentation
2 b)	Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data.	1	Application Form/Interview/
2 c)	Ability to work individually and as part of a team with a positive, adaptable and flexible approach to work	1	Application Form/Interview
2 d)	Good verbal communication skills e.g. the ability to explain standard service procedures to students and staff at all levels across the University and deliver engaging presentations to students at induction events as appropriate.	1	Application Form/Interview
2 e)	Proven ability to manage a variety of competing priorities and timescales through effective time-management and organisational skills	1	Application Form/Interview
2 f)	Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure	1	Application Form/Interview
3	Experience		
3 a)	Previous experience of working in a busy, fast paced and dynamic customer service environment	1	Application Form/Interview
3 b)	Credible ability to design and deliver Digital and Information Literacy skills to a range of users	1	Application Form/Interview
3 c)	Experience of supporting learning to a range of users	1	Application Form/Interview
3 d)	Experience of working to deadlines and prioritising work	1	Application Form/Interview
3 e)	Experience of successfully working across teams and departments	1	Application Form/Interview
3 f)	Experience of Project Management within a HE/FE Library environment	2	Application Form/Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working	1	Interview

4 c)	Able to organise and prioritise tasks and workload through from initial stage to completion to meet deadlines	1	Interview
4 d)	Able to work and contribute as a member of a team, whilst using own initiative when required	1	Interview
4 e)	Able to deal effectively with a variety of internal and external customers in a professional manner	1	Interview
4 f)	Able to work in a fast-paced environment and embrace change	1	Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Available to work flexibly and remotely and travel as appropriate in order to meet the needs of the services	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional registration/accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required