

**Role Profile – Senior Library Administrator (Collections and Discovery)**

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| **Job Title:** | Senior Library Administrator (Collections and Discovery) | **School/Dept.:** | Library Services |
| **Reporting to:** | Senior Librarian, Collections and Discovery |
| **Responsible for Line Management of:** | Library Assistants |
| **Main Purpose of Role:** | The main purpose of the post is to organise and supervise the work of library assistants within the Collections and Discovery Team and to contribute to the planning and delivery of the range of services the team delivers.The post holder works as part of the Collections and Discovery team under the direction of the Resource Librarians and contributes to the effective delivery of the following services:* The acquisition, description, management, discoverability and accessibility of library electronic resources and physical collections.
* Management of the University research repository and educational resources repository and support for the Open Access research agenda
* Management, development and support of library systems and services
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| **Grade:**  | 5 |
| **Accountabilities/Responsibilities of the role:** |
| 1. Delegated management responsibility for the supervision, training, and support of staff including recording of authorised staff leave, absence and changes to shift rotas, etc.
2. Supervise staff and participate in the processing of all library material, including acquisitions, cataloguing, stock management, withdrawals, resource lists, electronic resources, and shelving operations
3. Organise and distribute work to staff, monitor and participate in the workflows associated with preparing and sending orders to suppliers, including ordering, processing invoices and liaising with internal/external contacts to resolve queries or problems
4. Train staff in the use of procedures, systems etc. as appropriate
5. Responsibility for the accuracy of records in library catalogue, including classification, and maintaining access to e-resources
6. Responsibility for the accuracy of information relating to digitised course materials
7. Assist in the creation of training guides and promotional/operational material, and the development of new procedures and workflows
8. Lead/contribute to the effective delivery of projects within the library as appropriate
9. Monitor effectively within project teams, focusing on delivery of delegated tasks on time, in full and to/within budget
10. Participate in the administration and support of online systems and services
11. Compile and maintain data statistics from library systems and databases
12. Liaison with other teams within the university and with external bodies/suppliers etc.
13. Representation of the service area or campus facility within the University and to external bodies; attendance at workshops/meetings as appropriate for the purposes of continuous professional development and enhancement of professional knowledge
14. Follow University and Local Health and Safety regulations, standards, and processes to keep staff and users of the library safe
15. Any other tasks appropriate to the post and in line with business needs
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**Person Specification**

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| **Expected Criteria****E - Essential or D – Desirable**  | **Assessment Method** |
| **Education & Professional Qualifications** |  |
| E1. Degree in a related discipline or relevant professional qualification | Application Form |
| **Skills, Knowledge & Experience**  | **Assessment Method** |
| E2. Previous experience of customer focused service management and service delivery E3. Excellent IT skills, including the ability to create, update and maintain spreadsheets and databasesE4. Experience of library IT systems E5. Ability to work flexibly within a team and take on new challenges and continually develop skill base to meet the changing needs of the University E6. Ability to work on own initiativeE7. Good decision making, problem solving and troubleshooting skillsE8. Excellent interpersonal skills and the ability to influence and motivate staffE9. Skilled in organising and retrieving informationE10. Ability to communicate complex information and concepts in simple terms to a range of usersE11. Ability to prioritise workload and work to deadlinesE12. Excellent communication skillsD1. Staff management experienceD2. An up-to-date understanding and knowledge of library developments in Further/Higher Education  | Application Form & Interview |
| **GCU Values & Behaviours** | **Assessment Method** |
| Demonstrates behaviours which are consistent with the **GCU Values** **(Integrity, Responsibility, Creativity & Confidence)** | Application Form & Interview  |

**Generic Activity for Administrator / Professional Officer / IT Advisor**

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| **Main purpose of the role:** |
| The main purpose of this role is to provide and contribute to the provision of support services to an agreed specification and quality standard. The role will require minimum day to day supervision, but clear guidance. Initiative is needed to handle processes and casework and to resolve queries and problems based on judgement and experience, mainly without reference to others. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of broad, comprehensive administrative services. |
| **Generic Activity: - Please note that the amount of focus on each on these activities will vary between specific roles.** |
| **Typical Work Activities*** Provide and assist in the coordination of administrative services for committees, working groups and project teams
* Committee Administration-minute taking, preparing agendas and follow up action
* Preparation of reports and briefing papers
* Develop, maintain and interrogate (review) accurate records, databases and management information systems
* Create a combination of standard and more complex documents or materials for others, using computer packages/software
* Contribute to short term projects within own School/Department/Unit

**Communication and Networking*** Regularly required to communicate information, both verbally and in writing, of a non-routine nature to staff, students and/or customers which needs careful explanation and interpretation
* Deal with matters of a sensitive nature that require tact and diplomacy
* Gather and adapt information to meet departmental needs and formulate responses to complex staff/student enquiries
* Draft publicity material, letters, take minutes, create presentations and reports, write office procedures etc.
* Provide effective feedback
* Often first line of contact
* Oversee the circulation of information to customers and others to ensure awareness of issues
* Provide advice to colleagues and customers based on knowledge and experiences of policies and procedures

 **Planning and Organising*** Prioritise own work within a general plan or schedule to meet deadlines and appropriate standards and assist senior staff in planning for future work
* Manage personal day to day work profile in keeping with service demands, within agreed timescales and as directed by line management
* Organise or support event, timescales, meetings etc. and co-ordinate the associated arrangements to ensure activities are administered efficiently
* Assist and advise in the planning of administrative service requirements
* Input to longer term Department/Team planning process

 **Resource Management (People, Finance)*** May take delegated responsibility for small budgets, or for processing sums of money following established procedures
* Take responsibility for stocks of equipment and supplies within a delegated budget, so that supplies are available when required
* Follow established ordering procedures to ensure adequate resources are available to meet work requirements
* May supervise less experienced colleagues within the same work function

 **Stakeholder Management*** Proactively and reactively liaise with internal contacts (staff, students, colleagues) and contacts out with the University in order to disseminate key information in the right format to the most appropriate people in order to facilitate future exchange of information and build and maintain relationships.
* Actively participate in teams, working parties and committees
* Establish and liaises with key contacts in the wider University body to support own activities
* Deal with frequent, wide-ranging contacts of a more complex nature often requiring tact, discussion and negotiation

 **Analysis, Reporting and Documentation*** Use understanding of departmental processes and systems to prepare reports and other materials, using standard and non- standard formats
* Analyse, present and draw conclusions from information, identifying trends and problems
* Respond to and resolve problems, judging when to pass complex queries to more senior colleagues
* May be involved in more complex/detailed analysis where conclusions and recommendations will be sought

 **Management of Work Environment*** An understanding of appropriate health and safety regulations and procedures

**Teamwork and Collaboration** * Provide formal or informal guidance to colleagues where required to maintain operational effectiveness.
* Contribute to the overall effectiveness of the team
* Play an active part in the wider team, contributing ideas and suggestions as appropriate

 **Organisational Citizenship*** Commitment to University strategy and values
* Commitment to Continuous Professional Development appropriate to role/discipline
* Responsible for co-operating and complying with University and local policies, procedures and processes
* Any other tasks appropriate to the post and in line with School/Department/University requirements

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| **Core Qualifications/Knowledge/Skills/Experience** |
| * Extensive knowledge and experience of relevant systems, processes, policies and working practices, together with an appreciation of wider University systems
* Knowledge and skills typically gained following an extended period of training resulting in a formal qualification (HND minimum)
* IT Literacy and up to date knowledge of relevant packages, software, databases and IT systems.
* Analytical and problem-solving skills
* Strong interpersonal and influencing skills
* Required to undertake continuous professional development (CPD)
* Experience of working independently and dealing with unforeseen problems
* Organisational and time management skills, as well as ability to plan and organise short-term activities and events

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