

The University of Manchester

Job Description

Job title:	Reading List Assistant
Reports to:	Reading Lists Team Leader
Organisation unit:	University of Manchester Library: Collection Strategies
Date:	January 2021
HERA:	MAPPS-UML-CS-TCS-B (250, Grade 3)

Overall purpose of the job:

- To support the Reading List Team Leader in the delivery and acquisition of reading list resources for academic staff and students
- To cover the day-to-day delivery of processes contributing to the provision of an efficient and effective reading list service. You will be required to provide an excellent customer service in the area(s) of reading list software support, book purchasing, digitisation and other taught course material provision
- To proactively participate as a member of the Collection Strategies Directorate, including involvement in projects and team meetings

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To develop expertise in the acquisition and delivery of reading list content, via book purchasing, digitisation, video streaming and online reading list software support
- To maintain an up-to-date knowledge of the Library's reading list systems, policies and processes appropriate to the post
- To work routinely in other areas of Collection Strategies as directed by the Reading Lists Team Leader
- To process and satisfy requests for new reading list items as quickly, efficiently and accurately as possible so that content is accessible within agreed time frames and quality control measures
- To input, check and edit data using the Library management system and other relevant systems and produce and analyse reports
- To monitor and identify problems and delays with content requests and follow these up until the problems are resolved
- To have an understanding of bibliographic metadata
- To participate in the delivery of operational and team projects
- To carry out tasks using appropriate software and to use specialist software as required

- To meet agreed performance targets
- To handle and move material accurately and safely using trolleys, lifts and other aids
- To deal with customer enquiries in an efficient and proactive manner
- To carry out administrative tasks supporting the work of Collection Strategies
- To work at any Library site as required
- To undertake appropriate training
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- Educated to A-Level standard (or equivalent) OR sufficient relevant experience at a comparable level
- Excellent interpersonal skills with clear enthusiasm for providing high quality customer service support to academic staff and students in a Higher Education environment
- Excellent written and oral communication skills
- A high level of personal organisation with experience in working successfully to deadlines
- Ability to work accurately, quickly and with attention to detail
- Ability to cope in a busy environment and adapt successfully to change
- Ability to work alone and as part of a team
- Ability to use initiative as necessary and work without constant supervision
- Ability to coordinate and supervise the work of others, as necessary
- Experience of using IT, including automated management systems, databases, internet resources, e-mail and office software
- Ability to handle and move books using appropriate aids (e.g. trolleys, lifts) and safe practice

Desirable skills, knowledge and experience:

- Experience of supporting academic staff and students in a Higher Education environment
- Experience of working in a library environment
- Experience of working in a customer service environment
- Experience of delivering a Reading Lists service
- Knowledge of a language other than English relevant to the Library's holdings
- A demonstrable awareness of the University and Library strategy together with an aspiration to be involved