

The University of Manchester

Job Description

Job title:	Stock Operations Supervisor
Reports to:	Stock Operations Co-ordinator
Organisation unit:	University of Manchester Library: Collection Strategies
Date:	January 2021
HERA:	MAPPS-UML-CS-CD&M-D (263, Grade 3)

Overall purpose of the job:

- To ensure the efficient and accurate shelving of books, and to assist with the moving, sorting and checking of library stock, across sites and stores. To supervise the work of Stock Operations Assistants and other staff who are undertaking duties related to shelving and stock operations

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 be responsible for organising and supervising the day-to-day duties of the Stock Operations Assistants
- To provide training and support for the Stock Operations Assistants, and monitor attendance and performance to ensure that the work is carried out in an efficient and effective manner
- To manage the performance of the team, in consultation with own line manager
- To sort, move, and shelve material promptly, accurately and safely using trolleys, lifts and other aids
- To develop an expertise in the organisation and layout of the library, the associated classification system and shelf orders to ensure that customers can be guided and advised appropriately in finding material and to help ensure that good order is maintained
- To weed and move surplus/obsolete material
- To be approachable to customers who may require assistance
- To use the library catalogue, library management system, library web pages other computerised systems in the application of duties as appropriate
- To work routinely in other areas of Collection Strategies as directed by the Stock Operations Co-ordinator
- To record and communicate statistics as required

- To be flexible in relation to hours of work, including working evenings and weekends
- To undertake appropriate training
- To wear University of Manchester Library Team branded clothing during working hours
- 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 ensure visibility for our customers you will be required to wear branded clothing provided by the Library
- 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:

- Four GCSE passes at grade A-C (or equivalent qualification) or appropriate relevant experience
- Ability to supervise staff efficiently and provide training to other staff for specific tasks
- A high level of personal organisation
- Physical fitness and mental acuity to handle, move and shelve books promptly and accurately (this may be tested at interview)
- Ability to carry out physical tasks using such appropriate equipment as may be provided e.g. trolleys, lifts, MEWPs etc.
- A positive approach to customers
- Ability to communicate effectively (both verbally and in writing) and to direct customers to help, as necessary, in a friendly and positive way
- Ability and confidence to work efficiently in a very busy, public environment
- Reliability with regards to attendance and punctuality
- Flexibility in approach to duties and work schedules
- Ability to work both independently and as part of a large team
- Ability to use initiative as necessary and work without constant supervision
- Good standard of computer literacy (i.e. experience of using a variety of office applications including spreadsheets in a networked environment).

Desirable skills, knowledge and experience:

- Proven ability to supervise and motivate staff
- Experience of using the Dewey Decimal System
- Manual Handling training
- Experience of driving a van/Clean driving licence and willingness to drive a university vehicle (e.g. van or cargo bike) responsibly