The University of Manchester

Job Description

Job title: Subscriptions Assistant

Reports to: Subscriptions Team Leader

Organisation unit: University of Manchester Library: Collection Strategies

Date: January 2021

HERA: MAPPS-UML-CS-SUB-B (250, Grade 3)

Overall purpose of the job:

- To support the Subscriptions Team Leader in the delivery of Library content to academics, researchers and students
- To cover the day-to-day delivery of service processes, contributing to the provision of an efficient and effective acquisition service. You will be required to provide an excellent customer service in the areas of subscriptions (both research and teaching materials).
- 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 an expertise in the acquisition of content, especially of subscriptions
- To maintain an up-to-date knowledge of the Library management system as appropriate to the post
- To input and edit data and produce and analyse reports
- To respond to customer enquiries in a professional and helpful manner
- To effectively implement the Library Purchasing Policy
- To have familiarity with procurement and financial issues relating to the acquisitions of content
- To have an understanding of bibliographic metadata
- To carry out administrative tasks supporting the work of Collection Services
- To carry out tasks using appropriate office software
- To work in other areas of Collections Services as directed by the Subscriptions Team Leader/Subscriptions Co-ordinator (as appropriate)
- 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
- A high level of personal organisation
- Ability to work accurately, quickly and with attention to detail
- Ability to cope in a busy environment and adapt to change
- Excellent communication skills (both verbal and written)
- Excellent interpersonal skills with an ability to relate with students, academic staff, colleagues and a wide variety of delivery partners in a polite, friendly and confident manner
- Clear enthusiasm for providing high quality customer service support to academic staff and students in a Higher Education environment
- Ability to work alone and as part of a team
- Experienced in working successfully to deadlines
- 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

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
- Knowledge of the procurement processes within a HE environment