

## The University of Manchester

### *Job Description*

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<b>Job title:</b>	RACE Centre Library Assistant
<b>Reports to:</b>	RACE Centre Library Manager
<b>Organisation unit:</b>	University of Manchester Library: Curatorial Practices
<b>Date:</b>	January 2021
<b>HERA:</b>	MAPPS-UML-CP-AIU-A (266, Grade 3)

#### **Overall purpose of the job:**

- Overseeing the day-to-day activities in the RACE Centre library, including supervising the work of seconded staff, casual workers and volunteers, in order to maintain the library space and ensuring the accessibility of material and the delivery of a quality service

#### **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 act as first point of contact for the Centre, responding to enquiries by telephone, writing, e-mail, social media and in person, ensuring the giving of accurate information and positive reflection of the Centre's work
- To respond to a wide range of visitors to the Centre, helping them to access material by carrying out catalogue searches and giving recommendations of resources to fit their study or research requirements
- To welcome groups and distinguished visitors to the Centre
- To assist the RACE Centre Library Manager to develop the library collection and improve its accessibility, including the recommendation of resources to ensure it remains current and relevant, especially in response to customer /community feedback
- To make catalogue corrections onto Spydus, the library cataloguing system, and to instruct others on the use of Spydus
- To undertake book processing, including labelling, classifying and shelving
- To maintain the upkeep of the library workspace including the update of the notice board, ensuring dissemination of information and the ease of using the Centre
- To support the Library Manager in creating themed displays relating to key events in the Black, Asian and Global Majority History calendar, to engage and educate the public, both within the library and at external events
- To supervise and coordinate the day-to-day work of seconded staff, casual workers and volunteers, including motivation, support and target setting

- To assist in the training and supporting of staff, including assisting in the inductions of new staff, giving training in the use of the catalogue and library and archive procedures
- To undertake minor projects to improve the collection and its usage, including basic documentation of collections
- To collect user data and provide statistics to assist with Centre monitoring responsibilities and promotional activities
- To support the Centre's Widening Participation initiatives and assist in the promotion of the Centre and the University, as directed by the Library Manager
- To ensure the library space is welcoming and inviting safe space for all users including those from Black, Asian and ethnically diverse backgrounds through the displays, signage and visual information
- To work with AIUET colleagues to ensure a seamless service when delivering shared Trust and Centre activities and objectives
- To identify stationery needs for the library and archive and coordinate ordering with library finance teams
- To support community engagement activities led by the AIU Education Trust and represent the Centre and promote its collections to all its diverse audiences
- Support the development/maintenance of relationships with key donors and community collection stakeholders who use the library front desk as their first point of call for communication
- Support branch libraries, community organisations and partners to access collections and resources related to Black History Month, South Asian Heritage Month, Refugee week and other key history campaigns annually
- Maintain relationships with key individuals in Central Library and Archives+ partners
- To contribute to the delivery of a friendly, open and proactive customer approach
- 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:

- Excellent communication skills, both written and oral, demonstrating an ability to deal with a wide range of people, using tact and sensitivity
- Good library skills, including an understanding of collection development and retrieval

- Ability to follow procedures and maintain systems with accuracy and attention to detail
- Experience of using IT, including library management systems, electronic resources, internet, email and office software Good organisation and administrative skills
- Ability to use initiative to deal with problems and assist in providing solutions
- Ability to carry out shelving, book handling and relating physical tasks
- Ability to work flexibly as part of a team and ability to lead when necessary
- Ability to manage own workload, often with little supervision, meet deadlines and help others to manage theirs
- Ability to supervise on a day to day basis
- Experience of working with the general public, with good customer service skills
- Experience of working in or dealing with Black, Asian and Global Majority community/heritage organisations
- Experience of supervising the work of others, including target setting and motivation
- Experience of working in a library or cultural institution
- Knowledge of Black/BAME heritage, history and culture and key educational resources
- Awareness of, and commitment to the work of the RACE Centre with a good understanding of equalities legislation and frameworks in the UK.

Desirable skills, knowledge and experience:

- Previous experience of handling Special Collections materials (e.g. rare books, archives)
- Experience of working in a specialist library
- Have undertaken customer service training
- Lived experience of being a racialised minority
- Knowledge of/ ability to speak a community language/dialect