

The University of Manchester

Job Description

Job Title:	Research Services Assistant
Reports to:	Research Services Analysts
Organisation Unit:	University of Manchester Library: Research & Digital Horizons
Date:	January 2021
HERA:	MAPPS-UML-R&DH-RS-E (228, Grade 3)

Overall purpose of the Job:

To provide administrative and basic enquiry support in the delivery of the Research Services Team's main service areas.

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
- Proactively participate as a member of the Research Services Team, including involvement in projects and team meetings
- Provide administrative support to the Research Services Team
- Maintain an up-to-date knowledge of the University's Pure system as appropriate to the post
- Create and amend Pure publication records
- Provide support for Gold Open Access payment processes
- Compile service statistics and support with minute taking as appropriate
- Maintain an awareness of the key requirements of funder Open Access policies
- Support ad-hoc metadata checking and curation tasks
- Carry out tasks using appropriate office software
- 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 skills, knowledge 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
- Experience of using IT, including automated management systems, databases, internet resources, e-mail and office software

Desirable Knowledge, skills and experience:

Experience of supporting academic staff and students in a Higher Education environment

Experience of working in a library environment

Experience of providing administrative support within a busy working environment

Experience of working with Pure or similar Current Research Information System (CRIS)

Understanding of the general Open Access landscape