

The University of Manchester

Job Description

Job title:	Research Services Support Assistant
Reports to:	Research Services Coordinators
Organisation unit:	University of Manchester Library: Research & Digital Horizons
Date:	January 2021
HERA:	MAPPS-UML-R&DH-RS-F (295, Grade 4)

Overall purpose of the job:

To work under the direction of the Research Services Coordinators to:

- support the bibliometrics and citation services activities of the Library
- undertake a variety of tasks integral to the delivery of core research services
- proactively participate as a member of the Research Services Team, including involvement in projects and team meetings

Key responsibilities, accountabilities and duties:

- 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 provide administrative support to the Research Services Team. This could include, but is not restricted to: compilation, manipulation, checking and presentation of citation data; preparation of training materials and service guides; support within training and teaching events, compilation of services statistics, minute taking
- To assist named service leads to actively support the delivery and administration of specific Research Services, which may include, but is not restricted to, the Research Metrics training service; My Research Essentials researcher development programme
- To provide first line enquiry support as required
- To support the researcher development commitments of the team by providing administrative assistance, and to deliver training if appropriate
- To develop expertise in bibliometrics and citation services
- To develop sufficient expertise in the Research Services areas to represent the Team as necessary within the library and on collaborative projects
- To maintain an awareness of all areas of the library service relevant to servicing the needs of researchers
- 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:

- A degree or HNC/A-Levels/NVQ3 and significant relevant experience **OR** full professional qualification in librarianship, information science or sufficient relevant experience at a comparable level
- A good level of knowledge of a research library's information resources and services in all media
- Awareness of the information needs of users at a higher education level
- Enthusiasm for the provision of a quality library service and a customer-focused outlook
- Proven initiative and judgement to resolve daily problems independently or through a support team where appropriate
- Proven organisational skills
- Experience of service provision in a higher education environment
- Proven IT skills
- Ability to work both independently and as part of a team
- Good interpersonal skills
- Good communication skills, both written and verbal
- Demonstrable numeracy and logical thinking skills
- Knowledge and experience of advanced features of Excel

Desirable knowledge, skills and experience:

- Experience of providing a quality library service
- Experience of providing services to higher education communities
- Knowledge and experience of using Scopus and/or Web of Science databases
- Experience of the Python programming language