

Job Description

Position:	Academic Liaison Librarian
School/Service:	Student Services and Experience
Reference:	0297-26
Grade:	Grade 5
Status:	Permanent
Hours:	Full-Time (36.25 hours per week). Usual hours 8.45am–5.00pm, Monday to Friday, with some flexible working required.
Reporting to:	Academic Librarian and Academic Skills Team Leader

Main Function of the Position:

- This is an Academic Liaison Librarian role predominantly supporting the School of Health & Society, but also supporting other academic departments as required.
- As an Academic Liaison Librarian you will take an operational lead on:
 - Academic and professional support, including liaison and user education
 - Subject support inquiry services, alongside generic Library support
 - Curate library resources primarily within professional services related programmes
 - Induction, class-sessions, tailored delivery, drop-ins
 - Communicating with all users: promotion of resources and services
 - Support: including 1:1 appointments, subject guides, resource lists, referencing, external access, copyright, research
 - Ad-hoc projects within the Library and collaboration across the University
- Working closely with the Library Manager, Academic Librarian and Academic Skills Team Leader, the Collections Team Leader, and the Library Support Coordinator to deliver quality assured support and resources.
- Responsible for updating and continuously developing library materials, online subject guides and other resources, and liaising with academic colleagues.
- You will represent the Library at Faculty/School committees and other meetings and you will be expected to maintain the highest standard in the execution of your duties.
- The postholder will be responsible for the collaborative design, promotion and delivery of library skills and online training to support student learning and increase usage of library resources.

Principal Duties and Responsibilities:

1. To ensure support for library users at all levels; to have regular contact and an excellent working relationship with academics and representatives by identifying and developing efficient communication channels including contribution to Staff Student Liaison Committees; informing Library management of areas of interest or concern from your primary Faculty; regular promotion of library services; and providing inductions for new members of staff.
2. To develop academic staff engagement with resource allocation processes, online resource lists, use of Subject Guides and Discovery Services and study skills support.
3. To develop research support, including the provision of training sessions for research students and staff.
4. Identify trends in service demand from all customer contacts and to highlight/share this information with the appropriate team and/or line manager to support the Customer Service Excellence framework.
5. To support colleagues in The Library and wider Student Services and Experience teams to identify student engagement opportunities. Analyse data and communicate the findings to the wider management team.
6. To work with colleagues to drive forward service improvements and provide students with clear direction for seeking support and seamless referrals to support academic, pastoral, social and mental wellbeing.
7. To help coordinate the administration and delivery of Induction and pre-enrolment activities, library tours and on campus events and campaigns and provide administrative support to develop initiatives to support students.
8. Provide high quality administrative support to cover for colleagues within the Library, as required.
9. To prepare reports and provide statistics at the direction of the Academic Librarian and Academic Skills Team Leader and the Library Manager as appropriate.
10. Designing & developing content for the website, social media, videos and podcasts, in conjunction with the relevant teams to target and engage students with the Library offering at the University.
11. Lead, design and deliver library skills in person and online e.g. information literacy education. Investigating and promoting new ways to deliver synchronous and asynchronous information skills content as part of a blended learning model.
12. To analyse feedback from surveys e.g. NSS, PTES, PRES and Module evaluation, using insight to develop targeted support.

13. To actively engage and keep abreast with trends in HE and other libraries and professional support groups to support and disseminate best practice throughout the wider professional community. Involvement with CILIP, ALN for example.
14. To evaluate and report on new approaches to improve the quality and delivery of Library services, and seeking opportunity to feed into REF, KEF, TEF submissions.
15. To support users at all levels in their transition into, and journey through, Higher Education, embedding Equality, Diversity and Inclusivity (EDI) at the heart of all training and resources, ensuring specific learning difficulties and disabilities are considered.
16. To anticipate and resolve specialist subject enquiries; supporting frontline service colleagues with referred enquiries.
17. To create appropriate guidance material, ensuring online library content (e.g. resource lists and subject guides) is updated, relevant, accessible and compliant with copyright and data protection.
18. To be innovative, communicate effectively, and share knowledge. Developing and evaluating best practice, and quality assurance with colleagues.
19. To be responsible for digital and information literacy skills provision for your Faculty, both class-based, and online working alongside colleagues to ensure a seamless provision for library users.
20. To contribute fully to all Library work and to the development of Library services, processes and strategy. This will include participation in ad-hoc projects and full involvement with staff development activities.
21. Plan, manage, and support the delivery strategic projects and initiatives through to successful completion.

Inclusion, Collaboration & Student Success:

1. Champion equality, diversity and inclusion, developing targeted library initiatives for underrepresented groups and representing services on relevant committees.
2. Collaborate with academic and professional services colleagues, senior leaders and the Students' Union to support a whole-institution approach to academic librarian and academic skills service delivery.
3. Represent the library on university committees, working groups and sector networks, contributing to policy development and best practice in areas such as Research, Teaching Excellence and Knowledge Exchange.

4. Lead service evaluation and data-informed decision-making, reporting to internal and external stakeholders (Executive Board, Governors, OfS, Ofsted, SCONUL).

People, Partnerships & Planning:

1. Build and maintain external operational partnerships to enhance support for students and raise the profile of university services.
2. Work with the Academic Librarian and Academic Skills Team Leader to develop annual operational plans and local strategies that respond to legislation, sector practice and emerging student needs.
3. Promote co-creation and student voice, embedding Students as Partners principles in service planning and delivery.
4. Use data, evaluation, and student feedback to monitor service effectiveness, identify areas for improvement and inform local operational planning.
5. Ensure robust systems, processes and resources are in place for effective delivery of services and strategic projects.
6. To build and maintain partnerships with external organisations to enhance support for students and raise the profile of the University's student services

Professionalism, Safety & Compliance:

1. Commit to ongoing professional development and engagement with sector networks.
2. Work flexibly, including evenings and weekends during peak periods or in response to crises or safeguarding matters.
3. Ensure a safe working environment and abide by the University health and safety policies and practise and to always observe the University's Equal Opportunities policy and Dignity and Work policy.
4. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
5. Demonstrate awareness of environmental and sustainability issues and support the University's sustainability strategy.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance

The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others.

Person Specification

Position: Academic Liaison Librarian		Reference: 0297-26	
School/Service Library		Priority (1/2)	Method of Assessment
Criteria			
1 Qualifications			
1 a)	GCSE grade A-C, or equivalent standard of education, in English & Mathematics	Priority 1	Application Form /Documentation
1 b)	CILIP Chartership or Fellowship (or equivalent level experience), or clear commitment to completion if not yet awarded	Priority 1	Application Form/ Documentation
1 c)	Professional qualification in librarianship or equivalent level experience/clear commitment to completion if not yet awarded	Priority 1	Application Form/ Documentation
2 Skills / Knowledge			
2 a)	Competent in the use of Microsoft Office, Word, Excel, Powerpoint – other library-related databases, email, Video Conferencing such as MS Teams or Zoom, and the internet.	Priority 1	Application Form/Interview/ Presentation
2 b)	Effective administration skills e.g. organised record keeping, retrieving, analysing and presenting data.	Priority 1	Application Form/Interview
2 c)	Ability to work individually and as part of a team with a positive, adaptable and flexible approach to work.	Priority 1	Application Form/Interview
2 d)	Good verbal communication skills e.g. the ability to explain standard service procedures to students and staff at all levels across the University and deliver engaging presentations to students at induction events as appropriate.	Priority 1	Application Form/Interview/ Presentation
2 e)	Proven ability to manage a variety of competing priorities and timescales through effective time-management and organisational skills	Priority 1	Application Form/Interview
2 f)	Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure	Priority 1	Application Form/Interview
3 Experience			
3 a)	Previous experience of working in a busy, fast paced and dynamic customer service environment	Priority 1	Application Form/Interview
3 b)	Designing and delivering Digital and Information Literacy skills to, and supporting a range of users.	Priority 1	Application Form/Interview/Presentation
3 c)	Experience of working in a HE Library, and awareness of library-related support needs and resources	Priority 1	Application Form/Interview
3 d)	Experience of working to deadlines and prioritising work	Priority 1	Application Form/Interview
3 e)	Experience of successfully working across teams and departments, actively seeking collaboration opportunities	Priority 1	Application Form/Interview
3 f)	Experience of Project Management within a HE/FE Library environment	Priority 2	Application Form/Interview
4 Personal Qualities			
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Interview

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Criteria		(1/2)	
4 Personal Qualities			
4 b)	Commitment to continuous improvement and creative ways of working	Priority 1	Interview
4 c)	Able to organise and prioritise tasks and workload from initial stage to completion, to meet deadlines	Priority 1	Interview
4 d)	Able to work and contribute as a member of a team, whilst using own initiative when required	Priority 1	Interview
4 e)	Able to deal effectively with a variety of internal and external customers in a professional manner	Priority 1	Interview
4 f)	Able to work in a fast-paced environment and embrace change, demonstrating resilience	Priority 1	Interview
5 Other			
5 a)	Willing to undertake staff development, which may take place outside the University or outside usual working hours	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, Prevent and Bribery Act	Priority 1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity, and demonstrate within work	Priority 1	Interview
5 d)	Available to work flexibly and travel across sites, as appropriate in order to meet the needs of the services	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if require.