HORWICH UNIVERSITY OF THE ARTS

Library Helpdesk Assistant 0.8 FTE

norwichuni.ac.uk



We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information on Norwich University of the Arts and our Community please visit <u>www.norwichuni.ac.uk</u>

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city. Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

Professor Simon Ofield-Kerr, Vice-Chancellor



Committed to equality and valuing diversity

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change.

As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

A BA (Hons) Film and Moving image Production student setting up in the Sir John Hurt Film Studio なた。た

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

We are seeking to appoint a highly motivated and welcoming individual to staff our library helpdesk. The library currently houses 38,000 items including books, journals and special collection items, provides access to a range of online resources and supports users with their research enquiries. It is situated in the Duke Street building, which also contains the university shop, a lecture theatre and teaching rooms.

The successful applicant will ideally have a knowledge of Higher Education libraries and the needs of creative arts students. You will also ideally have an understanding of how a library collection is organised and maintained.

You will be expected to perform basic library duties including issuing and returning books, as well as supporting the Library Assistants with other library-related tasks. Your duties will include welcoming users to the library, answering initial enquiries and directing users to the relevant information, resource or support they require. The role will also include processing new stock and helping to maintain the existing physical collection.

The post requires an attention to detail and ability to greet users and provide directional information, in particular in relation to library and IT support. Confidence using IT will be a key requirement of the role, and experience using Microsoft Office is essential.

You will have previous experience of working in a customer service environment, strong interpersonal skills and be an excellent team player. The successful candidate will demonstrate an engagement with the needs of students in the current Higher Education environment, and a dedication to excellent customer service.

Library Helpdesk Assistant

Part-time

29.6 hours per week for 52 weeks per year

Salary:

£20,358 per annum pro-rated from a full-time equivalent salary of £25,448 per annum

Closing date for applications: 4th May 2025

Interviews will be held on: 29th May 2025



Job Description

Library Helpdesk Assistant

Reporting to: Library Manager



Annabel Leach MA Fashion. Photography by Kev Foster

Job Purpose

- The Library Helpdesk Assistant will undertake an important front-ofhouse function in providing the initial point of contact and information to users of the Library.
- The postholder is responsible for a high-quality and customer-focused service which is welcoming, supportive and promotes student and staff use of Library.





Main Responsibilities

- Welcome visitors to the Library and direct initial enquiries to the relevant information, resource or support.
- Provide information and assistance to users of the Library. Respond to user enquiries in person, by phone, email and Teams, ensuring that users have access to key Library resources and individual support from colleagues as appropriate.
- Process the issue and return of stock, record and update Library systems regarding circulation of stock, and support colleagues with the retrieval of overdue stock as necessary.
- Help promote the library's resources by creating posters, handouts, digital signage and displays.
- Undertake general helpdesk duties including general housekeeping duties to maintain a safe and tidy work and study area.
- Process new stock in liaison with the Library Assistants and Subject Librarians.

- Liaise with the library team to ensure that the returned stock is in good condition prior to being re-displayed, carrying out book repairs as necessary.
- Assist with the processing of inter library loans as required.
- Assist with the digital scanning of library stock as required.
- Assist with the annual updates of reading lists as required.
- Record service issues relating to printing, copying and IT issues and inform technical support colleagues if support is required.
- Assist with general library projects including stock takes, stock weeding, relocation of stock, and updating signage.
- Such other duties of a similar level as required by the line manager.



Person Specification

Essential

- Good standard of education (5 passes at GCSE Grade C or above including Maths and English or equivalent)
- Excellent communication and interpersonal skills
- Excellent administrative skills
- Excellent attention to detail
- Excellent organisational skills
- Ability to use initiative, undertake duties with a flexible approach and minimal supervision and willing to work as part of a team
- Commitment to a professional standard of service
- Capacity to work in networked computer environment using Mac and PC, copiers, scanners and printers
- Knowledge of Microsoft Office applications

Desirable

- Knowledge of art, design, media and architecture and related disciplines
- First degree or equivalent in a relevant subject area
- Experience as a Library Assistant
- Experience of using a Library Management System

Further Information

Equality, Diversity and Inclusion

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

Health and Safety

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

Policies and Procedures

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

Staff Development

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

Confidentiality

We must maintain appropriate confidentiality in relation to our work and that of the University.

Variation to Job Description

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



General Information

Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

Duties

Your duties and responsibilities are outlined in the job description

Starting Date

This post is offered on an indefinite basis to commence once you are available.

Hours of Work

The standard hours of work are 37 hours per week. The hours for this role are 29.6 per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 3, which is £20,358 per annum.

This is pro-rated from a full-time equivalent salary of £25,448 per annum

Annual Leave

Your annual leave entitlement will be 26 days per annum on appointment, rising to 28 days per annum between 3 and 5 years of service, and 30 days per annum after 5 years of service by the commencement of the annual leave year, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 25.3%.

As a member of the scheme, you would be provided with a secure

future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at https://www.norfolkpensionfund.org

Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.

Students in the control room of The Sir John Hurt Film Studio in Boardman House

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Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

Submission of Application Form

Please submit your completed application form and EDI form to jobs@norwichuni.ac.uk

Please note that we can only accept forms in either PDF or DOC format.

The closing date for this vacancy is: 4th May 2025

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be: 29th May 2025

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



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