Archives Assistant
Library and Archives, Information Services Directorate

Closing date:  30 October 2017
Interview date:  23 November 2017
Vacancy reference:  6099
INTRODUCTION

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives; all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014.

All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

This will also involve the setting of service standards and monitoring these to ensure our success. In developing and delivering services you will be directly contributing to both the Information Strategy and the University Strategy and as a collegiate organisation we welcome your contribution.
**Main purpose of the role**

To deliver key specialist archive and records management services to members of the University, members of other universities and the general public, and to owners and potential donors of archives, including, but not limited to:

**Key responsibilities**

*(Role holders will be required to undertake some or all of the duties below)*

- design, lead and conduct research in archives from the medieval period to the present day on behalf of researchers
- provide specialist advice to researchers
- supervise, control and manage the public searchrooms, including the effective implementation of preservation standard handling of archives and front-line compliance requirements for copyright and data protection
- problem resolution, including complaints
- contribute to the design of new and revised public archive services, including IT-based services and identification of archives in need of preservation digitisation
- assist with the development of service standards
- accession archives to the appropriate standard, using specialist software
- communicate with owners and potential donors of archives
- assist in the creation of electronic archive finding aids, using specialist software
- work with the wider Borthwick team and appropriate partners inside and outside the University to deliver outreach events and promotional activities including presentations, workshops, and writing and contributing to the Borthwick's social media platforms
- employ a range of techniques and tools to reach customers effectively, implement feedback and user testing mechanisms, and assist in the analysis of customer survey data, and other sources of customer insight
- run, contribute to and develop the Borthwick’s social media platforms
- help to identify the need for, devise and develop detailed and authoritative user guides to particular archives and research subjects
- assist with, and provide specialist knowledge and skills to, projects in the Borthwick and beyond
- assist in managing and developing the revenue-raising activities of the Borthwick
- oversee processing and payment of invoices, ensuring compliance with the financial regulations of the University.

**Other**

- The above list of duties is not exhaustive and is subject to change
- Maintain a personal and professional development plan
- Represent the team at meetings and events in the University and outside it
- Flexibility is required to respond to the varied and changing needs and requirements of archive standards and legislation, and the needs of customers
- Some lifting and moving of archives and equipment is required. Appropriate training and equipment will be provided.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Graduate</td>
<td>Essential</td>
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<tr>
<td>Masters in Archive Management</td>
<td>Desirable</td>
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<tr>
<td>Degree reflecting an area related to the holdings of the Borthwick Institute</td>
<td>Desirable</td>
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### Knowledge

- Of at least one area of research where the Borthwick's holdings are used   | Essential            |
- Of the needs of people working and studying higher education            | Essential            |
- Of team dynamics and their relationship to effective service delivery    | Essential            |
- Data Protection requirements                                             | Desirable            |

### Skills, abilities and competencies

- Ability to demonstrate flexibility and innovation in adapting to changing needs | Essential            |
- Understanding users' needs                                                  | Essential            |
- Organised and disciplined approach to work and prioritisation in order to meet strict deadlines for service delivery. | Essential |
- Attention to detail and ability to concentrate for long periods of time    | Essential            |
- Assimilate, understand and apply complex procedures                        | Essential            |
- Master new software applications quickly                                    | Essential            |
- Data analysis                                                               | Essential            |
- Work under pressure and on own initiative                                   | Essential            |
- Ability to communicate to a high standard orally and in writing to a broad range of audiences at all levels | Essential |
- Initiative and problem solving skills                                       | Essential            |
- Teamwork and interpersonal skills                                           | Essential            |
- Liaison and collaboration with a range of stakeholders                      | Desirable            |
- Presentation skills                                                         | Desirable            |
- Palaeography                                                                | Desirable            |
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Working, or researching, in an archive</td>
<td>Essential</td>
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<tr>
<td>Experience of providing high quality customer service</td>
<td>Essential</td>
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<td>Experience relating to the services provided by the Borthwick</td>
<td>Desirable</td>
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<td>Experience of contributing towards service planning at an operational level</td>
<td>Desirable</td>
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<td>Delivering research reports for clients</td>
<td>Desirable</td>
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<td>Handling information enquiries successfully</td>
<td>Desirable</td>
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<table>
<thead>
<tr>
<th>Personal attributes</th>
<th>Essential</th>
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</thead>
<tbody>
<tr>
<td>Motivated towards customer service, excellence and quality</td>
<td>Essential</td>
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<tr>
<td>Open to collaborative ways of working</td>
<td>Essential</td>
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<tr>
<td>Encouraging towards innovation and service development</td>
<td>Essential</td>
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<tr>
<td>Organises own work, setting priorities and meeting targets</td>
<td>Essential</td>
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<tr>
<td>Open communication style</td>
<td>Essential</td>
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<tr>
<td>Sensitivity and empathy with users, colleagues and staff</td>
<td>Essential</td>
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<tr>
<td>Undertakes periods of hard physical work</td>
<td>Essential</td>
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THE DEPARTMENT

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. We have a strong customer service focus and are proud to have held Customer Service Excellence accreditation since 2014. More information about each of the Directorates areas is given below.

The Borthwick Institute for Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University. Our holdings include the archive of the archbishops of York from 1225, hospital archives, political archives, business archives, family archives, archives of living writers for stage and screen, and a growing number of third sector organisations, such as Alcoholics Anonymous and the Yorkshire Wildlife Trust. Our media range from parchment, through rag-made paper to reel-to-reel tapes and digital files. We also provide records management, Freedom of Information and Data Protection services for the University.

Library Services

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

With the move to “e” becoming stronger we have invested in “York Digital Library” (YODL) which is an online repository for multimedia resources at the University of York. It provides access to over 69,000 resources, which include images, past exam papers and Masters theses. Working closely with the Archives team, the Library has become involved in prestigious digitisation projects funded by national and international bodies such as the Wellcome Trust and Mellon Foundation.
IT Services

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University, staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances. We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York
Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment
York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools
Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location
York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire
The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6099
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 30 October 2017.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to

Amanda Jones, Archivist
amanda.jones@york.ac.uk or
Tel: 01904 321171

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk