Academic Liaison Assistant (Maternity Cover)

Department: Library, Archives & Learning Services

Hours of work: 22.2 hours per week (0.6 FTE)

Contract type: Fixed Term for up to 12 months

Salary: £26,341 - 32,344 per year (Reduced for part time working)
Main purpose of the role

Library, Archives and Lending Services (LALS), based within the Student and Academic Services Directorate provides a range of information and learning services to stakeholders at the University of York. This role is a temporary one to cover one of the Academic Liaison Librarians on maternity leave.

The Academic Liaison Team sits within the wider Engagement Team in LALS. It is responsible for ensuring delivery of service to all academic departments. The ethos of the team focuses on collaborative working to ensure that all departments always receive a consistent and high level of service.

The main purpose of the role is to provide liaison support to the Academic Liaison Team who act as primary contact points between LALS and departments. This will include actively contributing to the provision of a high quality, user-focused service to departments and centres across the University.

Key responsibilities

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

1. Role Specific Responsibilities
   - Establish and maintain a culture within the team that is focused on users and customers, systematic continuous improvement, and which involves and engages all staff to contribute to groups and projects beyond the team as well as within it
   - Contribute to the development and review of the Student and Academic Services strategy and LALS Roadmap
   - Develop and maintain subject guides and other online areas as relevant
   - Help to prepare teaching materials (and some delivery under the guidance of the Academic Liaison Librarians)
   - Assist with implementing a range of feedback and user testing mechanisms to ensure services are relevant to customer needs
   - Assist with market research activities and assist in the analysis of customer survey data, and other sources of customer insight
   - Undertake project activities under the guidance of the Academic Liaison Team

2. University of York Responsibilities for Grade 5

   Service and Operational Delivery
   - Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
   - Deliver services to standards set by others, using initiative and independent action to meet service needs.
   - Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
   - Where appropriate, solicit customer views on the nature and quality of the service provided.
   - Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
   - Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

   Continuous Improvement
   - Monitor and review service or operational delivery in conjunction with line manager, recommending /
implementing improvements to process, service or governance.

- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution

- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight

- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation

- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge of relevant issues in HE</td>
<td>Essential</td>
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<td>Understanding of the needs of those working and studying in a higher education environment</td>
<td>Essential</td>
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<td>Motivated to deliver customer service excellence and quality</td>
<td>Essential</td>
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<td>Ability to work under pressure and on own initiative</td>
<td>Essential</td>
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<td>Negotiate effectively and facilitate open discussion with a wide range of individuals and groups</td>
<td>Essential</td>
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<td>Ability to use initiative and problem-solving skills</td>
<td>Essential</td>
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<tr>
<td>Experience of liaison and collaboration with stakeholders</td>
<td>Essential</td>
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<tr>
<td>Ability to organise own work and to set priorities and meet targets</td>
<td>Essential</td>
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**University of York Person Specification for Grade 5**

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Manage small-scale projects                                              | Essential             |
- Gather, analyse, interpret and report data/information                    | Essential             |
- Use digital technologies including Google applications and/or Microsoft Office | Essential             |
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential             |

**Behaviours:**

- Works collaboratively with others                                         | Essential             |
- Delivers a quality service                                                | Essential             |
- Develops self and others                                                  | Essential             |
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<th>Actively champions respect, inclusivity, equality and diversity</th>
<th>Essential</th>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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