

**Leeds Beckett University – Job Description**

Ref:

|  |   |
|--|---|
| <b>School/Service</b>  | <b>Library and Learning Services</b>          |
| <b>Section</b>   | <b>Digital Learning and Research Services</b> |
| <b>Post Designation</b>  | <b>Digital Experience Advisor</b>             |
| <b>Grade</b>   | <b>4</b>                                      |
| <b>Post to which directly responsible</b>  | <b>Digital Library Experience Manager</b>     |
| <b>Posts for which directly responsible</b>  | <b>None</b>                                   |
| <b>Purpose of Job</b>  |   |
| <p>To provide comprehensive user support and guidance, and day to day maintenance of digital library platforms, tools and data, including resource discovery, the Library website, self-service and associated technologies.</p> <p>To contribute to enhancement of technologies and digital capabilities to support the digital library experience.</p>   |   |
| <b>Responsibilities</b>  |   |
| <ol style="list-style-type: none"> <li>1. To provide a comprehensive colleague and student support service for a range of library technologies.</li> <li>2. To create appropriate technical support and guidance materials for colleagues and students in a range of formats including web, video and audio.</li> <li>3. To contribute to, and assist with, training delivery and awareness sessions for Digital Library systems, including creating relevant materials, scheduling and administration.</li> <li>4. To communicate with colleagues about features of library platforms, tools and related technologies, promoting and advocating for their use and supporting colleague and student engagement.</li> <li>5. To deliver our established excellent customer service practice, supporting the continuous enhancement of our service levels e.g. response times, quality of support and service availability.</li> <li>6. To support the continuous enhancement of digital library platforms, tools and data, including contributing to system upgrades, workflows, digital accessibility initiatives, and documenting changes and technical requirements.</li> <li>7. To collect, analyse, interpret and present data and information for a range of audiences, particularly in support of quality assurance initiatives and annual reporting, aligned with university data strategy</li> <li>8. To work collaboratively with colleagues to achieve University, Service and Team objectives, including on cross-Library projects involving technology and the digital experience</li> <li>9. To comply with all legislative requirements including accessibility, data protection, copyright, intellectual property, licensing and related University regulations and procedures.</li> <li>10. To represent Library and Learning Services in a positive and professional way, participating in library and university activities such as clearing, open days, welcome, graduation and other relevant events.</li> <li>11. To participate in relevant development activities and develop new skills and competencies to meet the evolving needs of the service. To keep up to date with professional developments in the field of education, libraries and any relevant technologies</li> <li>12. To assist in the training and mentoring of new colleagues.</li> <li>13. Any other duties commensurate with the grade as requested by senior managers.</li> </ol> |   |
| <b>Equal Opportunities</b>   |   |
| <p>We are committed to providing a non-discriminatory and harassment-free working environment for our employees. All postholders expected to have due regard for those policies when carrying out their duties.</p>  |   |
| <b>Safety, Health and Wellbeing</b>  |   |

You will maintain a positive attitude to Safety, Health and Wellbeing in carrying out personal responsibilities and co-operate with policy/local rules/codes of practice.

### **Physical Conditions**

The postholder will work on a hybrid basis, with home working and on campus working (City Campus and Headingley Campus).

Appointment is to Library and Learning Services and the postholder will be expected to work flexibly across services and working locations as appropriate.

### **Relationships**

The postholder will work closely with colleagues and managers across the service and will work with and support the academic, administrative, technical, and managerial staff of the University.

### **Terms & Conditions**

Terms & Conditions of Service are as determined by the Vice-Chancellor for Support staff (within a framework set by the Board of Governors) and will have regard to any national recommendations arising from negotiations between the Universities and Colleges Employers Association (UCEA), and the recognised trade unions in so far as these are adopted by the Board / Vice-Chancellor.

Salary is currently within **Grade 4 (£ )**. On appointment staff will normally be placed on the first point of the substantive grade for the post. Appointment above this will only be on an exceptional basis and subject to approval in line with our University's Pay Policy.

Annual leave entitlement begins at 28 days.

Hours of work per week = 37.

### **Probationary Period**

Appointment to this position may be subject to a probationary period of up to 6 months, in line with our probationary policy. A copy of our probationary policy is available on our website or on request from Human Resources.

### **Pre-employment Health Assessment**

Our University aims to ensure that all employees are placed in a job that is compatible with their health and physical abilities. In accordance with the Equality Act, questions relating to health are asked following an offer of appointment. All offers of appointment are subject to pre-employment health assessment.

### **Qualifications**

In accordance with our pre-employment processes, it is University policy to verify qualifications for successful candidates. We will need evidence of those qualifications required by the employee specification and claimed on the application form.

### **Closing Date**

xxx (midnight)

Please complete an online application. If you are unable to complete an online application, please contact xxxxxxxx on either 0113 812xxxx or [xxxxxxx@leedsbeckett.ac.uk](mailto:xxxxxxx@leedsbeckett.ac.uk) who will be able to provide you with a hard copy application form.

|                   |                                   |                |
|-------------------|-----------------------------------|----------------|
| <b>Post Title</b> | <b>Digital Experience Advisor</b> | <b>Grade 4</b> |
|-------------------|-----------------------------------|----------------|

Please carefully read the notes of guidance enclosed with the application form and provide information to help us decide whether you meet the criteria below.

| <b>Qualifications, Skills, Experience &amp; Knowledge</b>  | <b>Essential</b> | <b>Method of Assessment</b><br>(Application/Interview/Test/Other) |
|--|------------------|---|
| 1. A degree or postgraduate qualification in a relevant field or proven relevant professional experience / certification.                | ✓                | Application   |
| 2. Excellent IT/digital skills, and experience of enhancing and supporting customer facing software and/or hardware services.            | ✓                | Application/Interview   |
| 3. Experience of writing guidance materials in a range of accessible formats for diverse audiences e.g. web / HTML, audio, video.        | ✓                | Application/Interview   |
| 4. Experience of supporting use of library technologies, evidencing an understanding of data workflows, analysis and generating insights | ✓                | Application/Interview   |

| <b>Performance Attributes</b>   | <b>Method of Assessment</b><br>(Application/Interview/Test/Other) |
|---|---|
| Please note that all the following criteria are <b>essential</b> .  |   |
| <b>PLANNING &amp; ORGANISATION</b>  | Application/Interview   |
| 5. Ability to organise, prioritise and co-ordinate own workloads to meet deadlines and demonstrate flexibility where required.  |   |
| <b>SERVICE DELIVERY</b>   | Application/Interview   |
| 6. Commitment to provision of high-quality services, including experience of monitoring service standards, maintaining service records, continuously improving systems and processes to enhance service quality, and encouraging and acting on feedback to provide a positive user experience.  |   |
| <b>TEAMWORK</b>   | Application/Interview   |
| 7. Ability and enthusiasm for contributing to multi-disciplinary project teams and networks within and beyond our University on complex projects involving diverse user requirements.   |   |
| <b>COMMUNICATION</b>  | Application/Interview   |
| 8. Excellent communication and advocacy skills, including the ability to communicate complex information to audiences with a mixed level of understanding in a clear logical manner using a range of formats.   |   |
| <b>CREATIVITY &amp; INNOVATION</b>  | Application/Interview   |
| 9. Ability to work independently and demonstrate initiative, using excellent problem solving skills to resolve technical support queries.   |   |
| <b>LEARNING &amp; DEVELOPMENT</b>   | Application/Interview   |
| 10. Appreciation of the importance of developing new skills, of keeping up to date with developments in the sector, and a willingness to assist in training new staff and mentoring colleagues.   |   |
| Whilst these performance attributes may relate to this role more specifically for recruitment and selection purposes, following appointment, all members of staff are expected to demonstrate effective performance across all six of our University's performance attributes. Further details are available on our <a href="#">website</a> . |   |