School/Service	Library and Learning Services
Section	Student Experience
Post Designation	Learning Spaces Officer
Grade	4
Post to which directly responsible	Learning and Technology Spaces Manager
Posts for which directly responsible	None

Purpose of Job

To support the university in the effective delivery of library learning spaces and services. and contribute to learning space development projects.

To be responsible for coordinating day to day delivery of services, related policies and procedures to ensure spaces are conducive to study, research and community engagement.

To provide professional advice, guidance and information to students, staff and colleagues in using the resources, services and facilities of the libraries.

Responsibilities

1. To coordinate the implementation of library learning space policies, procedures and standards across the Customer Services team delivering high quality, customer service.

2. To oversee day to day facilities management activities, procedures and schedules, including fault reporting, walk-arounds and furniture inventory, and escalating as needed.

3. To collaborate with colleagues across campus to ensure all essential tasks and campuses are adequately covered throughout the day.

4. To produce user focused support and guidance materials in a variety of media, for colleagues and students, tailored to the audience, for example directional signage and service information.

5. To take the lead on ensuring inclusivity of practice in learning spaces, focusing on highlighted groups of customers and their specific needs.

6. To coach colleagues to support them in delivering excellent learning spaces, delivery tours, inductions and workshops to small groups of students.

7. To collect, analyse, interpret and present data for a range of audiences, and use evidence as a basis for proposing changes/improvement to improve space utilisation.

8. To co-ordinate space utilisation projects to better understand user needs. Produce reports to inform changes and improvement to library spaces.

9. To contribute to ongoing improvements and refurbishments projects, working with the Manager and Estates team to ensure successful project outcomes.

10. To support the ongoing management and housing of the physical collections.

11. To be responsible for liaising with colleagues, wider university services and external suppliers to resolve issues with learning spaces.

12. To take responsibility for their continued professional development, developing skills and knowledge and sharing that expertise with colleagues.

13. 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.

14. Any other duties commensurate to the role and level.

Equal Opportunities

We are committed to providing a non-discriminatory and harassment-free working environment for our employees. All postholders are expected to have due regard for those policies when carrying out their duties.

Safety, Health and Wellbeing

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 Learning and Technology Spaces Team works across both City and Headingley campuses.

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

Relationships

The postholder will work closely with staff 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.

Support Staff
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 xxxxxxxxx on either 0113 812xxxx or xxxxxxx@leedsbeckett.ac.uk who will be able to provide you with a hard copy application form.

Leeds Beckett University – Employee Specification   **Ref:**

Post Title	Library Services Supervisor	Grade 4

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.

Qualifications, Skills, Experience & Knowledge	Essential	Method of Assessment (Application/ Interview/Test/Other)
1. Degree and/or experience of working in a customer facing role, demonstrating an ability to provide consistently high-quality spaces and facilities.	✓	Application
2. Strong IT skills, with experience demonstrating knowledge of a wide range of systems including Microsoft office.	✓	Application / Interview / Test
3. Experience of coordinating essential business services such as maintenance, cleaning, and security within a library, education or comparative context.	✓	Application / Interview

Performance Attributes Please note that all the following criteria are **essential**.	Method of Assessment (Application/ Interview/Test/Other)
PLANNING & ORGANISATION 4. Ability to collect, analyse, interpret and present data and management information for a range of audiences, and use evidence as a basis for proposing customer-focused solutions to issues.	Application / Interview
SERVICE DELIVERY 5. Ability to provide a user focus to the design and development of services, systems and interfaces, and train and engage colleagues in their use.	Application / Interview
SERVICE DELIVERY 6. Ability to produce support and guidance materials for colleagues and students in a variety of media, tailored to the audience	Application / Interview
TEAMWORK 7. Ability to support and coach colleagues in delivering excellent learning spaces, and deliver tours, inductions and workshops to small groups of customers.	Application / Interview
COMMUNICATION 8. Excellent interpersonal skills to build strong working relationships within and across teams through positive communication with an ability to direct colleagues in tasks and activities where required.	Application / Interview
LEARNING & DEVELOPMENT 9. Evidence of a commitment to continuous professional development and an ability to monitor and implement appropriate best practice developments and technologies in the university and the sector.	Application / Interview

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. Please [click here](#) for further details.