



Job description and selection criteria

Job title	Reader Services Supervisor (Evenings and Weekends) – 2 posts
Division	Gardens, Libraries and Museums (GLAM)
Department	Bodleian Libraries
Location	Bodleian Art, Archaeology and Ancient World Library, 1 St John Street, Oxford, OX1 2LG The postholder may be required to cover other Humanities Section 3 Libraries (Taylor Institution Library and Nizami Ganjavi Library), or Bodleian Humanities Libraries in exceptional circumstances
Grade and salary	Grade 4: £25,138 - £28,759 (per annum, pro rata) An additional £1,500 per year (paid monthly, pro rata) will be implemented from September 2024 payroll as an outcome of the University's Pay & Conditions review
Hours	Part-time - 12.25 hours per week (0.3356 FTE), working one of two patterns: Pattern 1: Mondays (17:00-21:15) & Saturdays (09:45-18:15) Pattern 2: Tuesdays (17:00-21:15) & Sundays (10:45-19:15) Additionally, for the first year in post, each postholder will work 1 additional evening shift per fortnight, on alternating Fridays (17:00-21:15). The average total hours per week during this time will be 14.38 (0.39 FTE). This arrangement will be reviewed at the end of August 2025, in consultation with the postholders.
Contract type	Permanent (12.25 hours per week; the additional Friday shift is a fixed-term arrangement for 1 year in the first instance)
Reporting to	Reader Services Manager for Humanities Section 3 Libraries
Vacancy reference	174002
Additional information	<u>You are required to submit a CV and completed Supporting Evidence Form with your application</u> , outlining how you meet each of the selection criteria for the role (see the 'How to Apply' section for further details). Applications that do not include both of the above documents will not be considered. Please contact the recruitment team if you require the job description in an alternative format.
Closing date	12.00 midday BST on Monday 29 July 2024



Job description

Overview of the role

As the Evening & Weekend Supervisor on shift, you will supervise and oversee the work of a team of three library assistants, and act as the senior member of staff onsite. You will train new staff members in the library's procedures and workflows, and ensure that service standards are met. Each shift will be a mix of on-desk time, assisting readers with enquiries and transactions, and off-desk time, carrying out tasks such as reshelfing and background project work. You may occasionally be redeployed to another Bodleian Humanities Library in the case of unexpected staffing difficulties.

We have two posts available, each working a weekly pattern of either Mondays (17:00-21:15) & Saturdays (09:45-18:15), or Tuesdays (17:00-21:15) & Sundays (10:45-19:15). Evening shifts include one 20-minute paid break, and weekend shifts include two 20-minute paid breaks and a 30-minute unpaid lunch break. For the first year in post, each postholder will also work an additional Friday evening shift (17:00-21:15) on alternate weeks, which will be reviewed as an arrangement at the end of August 2025. In addition to taking annual leave, evening & weekend supervisors may arrange shift swaps with other staff working at a sufficient grade to act as the senior member of staff.

You may not be expected to carry out all of the duties detailed with this job description, and they may change as services and priorities evolve. Duties will be agreed with and reviewed by the Reader Services Manager.

Responsibilities

- Day to day supervision and oversight of evening and weekend library assistants, ensuring that they understand and adhere to established library procedures and service standards.
- Dealing with out-of-hours emergencies, maintaining library security and ensuring readers adhere to the Rules of Conduct for Readers of the Bodleian Libraries (consulting with the Bodleian Reader Services Manager as necessary and with emergency assistance from the University Security Service).
- Delivering initial and refresher training for evening and weekend staff.
- Ensuring the prompt and efficient closing of the library.
- Acting as the first port of call for reader enquiries, including working at the enquiry desk according to the shift rota: answering routine enquiries and referring on to the appropriate specialist staff as required.
- Overseeing the library email account during the evenings and at weekends.
- Communicating effectively with colleagues and ensuring information is passed to daytime, premises and subject teams as necessary.
- Carrying out tasks in support of the subject team, including checking reading lists and implementing weeding and other stock management projects, and, as required, in support of services such as Live Chat and Oxford Reading Lists Online (ORLO).
- Working at the issue desk, according to the shift rota, carrying out a full range of circulation transactions including: issuing and returning books; handling reservations and renewals; dealing with hold requests, Inter Library Loan material, and offsite material requested to the reading room.

- Keeping timely and accurate records and statistics, as required.
- Being familiar with the use of a wide range of equipment; assisting readers in using computers, connecting their devices to the network, as well as printing, scanning, photocopying.
- Shelving books and journals and helping readers to locate resources.
- At all times endeavouring to provide an excellent customer service.

Other duties

- Working on some Bank Holidays.
- Participate in a regular Annual Review.
- Undertake any necessary training identified.
- Comply with health and safety regulations.
- Comply with the policies and procedures set out in the Handbook for University Support Staff/Academic Related Staff.
- Any other duties that may be required from time to time commensurate with the grade of the job.

The Bodleian Libraries reserve the right to make reasonable amendments to the job description in consultation with the post-holder at any time.

Art, Archaeology & Ancient World Library / Section 3, Humanities Libraries

The Bodleian Art, Archaeology & Ancient World Library holds collections that support research, teaching and learning in the named subject areas, inclusive of Classics, Ancient Near Eastern Studies, Egyptology, Architecture, Papyrology and Numismatics. It is a lending library, and provides access to material requested from the Collections Storage Facility, and the extensive electronic resources of the Bodleian Libraries. Our users are supported by the Reader Services team and a group of specialist Subject Librarians covering the relevant fields of study.

The Art Library is part of Section 3 of the Bodleian Humanities Libraries, and you may provide cover and support to the other two libraries from time to time (Taylor Institution Library and Nizami Ganjavi Library).

For more information about the Section 3 libraries please visit:

- <https://www.bodleian.ox.ac.uk/libraries/art>
- <https://www.bodleian.ox.ac.uk/libraries/taylor>
- <https://www.bodleian.ox.ac.uk/libraries/nizami-ganjavi-library>

Selection criteria

Essential selection criteria

- A good general level of education, to A-Level or equivalent.
- Previous experience of Reader Services work in an academic library, including use of an automated library management system, online catalogues and e-resources.
- A strong customer focus and enjoyment of working with library users.
- Excellent spoken English and the ability to communicate effectively with a wide range of library staff and users, both face to face and in writing.
- A high standard of IT skills, including the use of email, the internet, and Microsoft Office applications.
- Experience of working effectively in a team, and without direct supervision.
- Experience of training other staff in a customer services environment.
- Awareness of good manual handling practice, and the ability to lift, carry and transport books safely.

Desirable

- Experience of staff supervision and/or recruitment.
- Ability to read and/or work with bibliographic records and items in a language or languages covered by Section 3, Humanities Libraries collections, other than English.
- Demonstrable interest in a subject area covered by collections held within Humanities Section 3 Libraries.
- Familiarity with [SOLO](#) (or other Primo-based online discovery systems) and Alma.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject to the successful outcome of this assessment. The hazards or safety-critical duties involved are as follows:

- **Manual handling** – including lifting and carrying books, moving totes (up to 15kg). Procedures are in place to minimise manual handling through the use of trolleys, dollies and other means. Kick stools and small ladders are used to aid shelving.

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.



Radcliffe Camera in Radcliffe Square

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Gardens, Libraries and Museums (GLAM)

The Gardens, Libraries and Museums (GLAM) group includes the providers of the major academic services to the divisions, and also departments with responsibilities including, but extending beyond, the immediate teaching and research needs of the University. The collections embodied within these departments are an essential part of the University's wider nature and mission. They are part of its heritage as the country's oldest University and now form a resource of national and international importance for teaching, research and cultural life; they also make a major contribution to the University's outreach and access missions.

For more information please visit: <http://www.admin.ox.ac.uk/glam/>

The Bodleian Libraries

The Bodleian Libraries at the University of Oxford is the largest university library system in the United Kingdom. It includes the principal University library – the Bodleian Library – which has been a legal deposit library for 400 years; as well as 27 libraries across Oxford including major research libraries and faculty, department and institute libraries.

Together, the Libraries hold more than 13 million printed items, over 80,000 e-journals and outstanding special collections including rare books and manuscripts, classical papyri, maps, music, art and printed ephemera. Members of the public can explore the collections via the Bodleian's online image portal at digital.bodleian.ox.ac.uk or by visiting the exhibition galleries in the Bodleian's Weston Library.

For more information please visit: <http://www.bodleian.ox.ac.uk/>

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting evidence form. The supporting evidence form must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Supporting Evidence Form

Please note that if you do not upload a completed supporting evidence form and a CV, we will be unable to consider your application for this role.

The inclusion of the supporting evidence form and CV is **a mandatory step** in the online application process.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description in your supporting evidence form.

All applications must be received by **12:00 midday (GMT/BST)** on the closing date stated in the online advertisement.

References

Please give the details of two people who have agreed to provide a reference for you. If you have previously been employed, your referees should be people who have managed you for a considerable period, and at least one of them should be your formal line manager in your

most recent job. Otherwise they may be people who have supervised you in a recent college, school, or voluntary experience. It is helpful if you can tell us briefly how each referee knows you (e.g. 'line manager', 'college tutor'). Your referees should not be related to you.

Your referees will be asked to comment on your suitability for the post and to provide details of the dates of your employment; and of any disciplinary processes which are still considered 'live'. We will only take up references at offer stage.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s). If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Help and support is available from: <https://hrsistemas.admin.ox.ac.uk/recruitment-support>

If you require any further assistance please email recruitment.support@admin.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Relocation

At the moment, the Bodleian Libraries is not offering relocation expenses to this post.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82**, which with effect from 1 October 2023 will be 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Photographs: Copyright Bodleian Libraries, University of Oxford

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>. There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.