

Senior Library Assistant

Department:	The Library
Grade/ Salary:	Grade 5, £34,925 - £39,297
Contract Type:	Permanent
Hours:	35 per week (Full time)
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.

The Library

Goldsmiths Library is at the heart of our New Cross campus and plays a central role in our distinctive learning and research environment. Open 24/7, the Library provides access to around 259,000 print items and over 38,000 ebooks and welcomes around 187,000 visitors each year.

Through our collections, spaces, literacies and skills development and specialist expertise, we support students, researchers and the public to explore, create and think critically. Our approach reflects Goldsmiths' wider commitment to creativity, collaboration, social justice and positive change, with our open and radically inclusive Library rooted in critical library practice and anti-racism.

Our Special Collections and Archives bring these distinctive Goldsmiths strengths together, with collections that are open to all and reflect Goldsmiths' influential position in the creative and performing arts, with collections including the Goldsmiths Textile Collection & Constance Howard Gallery, the Daphne Oram Collection and the Women's Art Library.

Find out more on the Goldsmiths Library website: <https://www.gold.ac.uk/library/>

Read the Library Framework: <https://www.gold.ac.uk/library/framework-2025/>

Job description

Reporting to: Head of Special Collections and Archives

Reports: none

Note: This role is campus-based and not suitable for remote working

Summary:

The Senior Library Assistant role is key to student and staff experience of Library services at Goldsmiths, delivering an exemplary service to Library customers.

This role is based within one of our teams: Academic Enrichment and Skills Development; Library Experience; Open Research; or Systems and Content and maintains in-depth knowledge and expertise in your area of work including administration and supporting Library Assistants working in your area. The role also acts as a daily supervisor ensuring smooth delivery of our service points and operations.

The role works collaboratively across the Library with the support, leadership and supervision of Library Supervisors and specialist staff to carry out a range of processes including collection and stock management, circulation, space management, interlending, data entry and Library membership.

This role is the first point of contact for first-line and more complex enquiries and support, working independently to resolve issues and support library customers to ensure our physical and online spaces operate smoothly.

Main duties:

- Deliver excellent customer experience from welcoming customers and visitors, day-to-day interactions, and enthusiastically promoting the Library's full range of services.
- Handle and resolve first-tier and more complex enquiries relating to Library services including advising peers, providing an excellent customer experience and signposting / referring to other Goldsmiths services as appropriate.
- Support, advise and train customers to use all online and physical day-to-day systems, services, facilities and equipment, enabling their full use of Library facilities and training peers to deliver this.
- Carry out all processes within the collections, journals and stock management lifecycle, including: ordering and invoicing, cataloguing, processing and preparing new items, circulation, shelving and shelf-tidying, preserving and repairing items, and weeding and deaccessioning stock.
- Maintain an in-depth knowledge and expertise in own area of work; map and administer this area, and induct, train and coach library assistants in carrying out these duties as required.
- Maintain the library as a pleasant and welcoming environment via ownership of the library space, including for example: reporting maintenance jobs, managing customer behaviour and noise levels, and maintaining tidy study spaces.
- Enter and maintain accurate records and databases and analyse data and statistics to provide interpretation and reporting on trends and priorities, using internal data systems as needed.
- Compile and participate in a rota to cover a variety of service points and tasks, working as part of the team with primary responsibility to maintain staffed opening hours as required, and act as the daily supervisor to manage the rota responsively.
- Monitor and process charges incurred by library users, following library procedures and in compliance with Goldsmiths financial regulations.
- Contribute to and support projects across the Library service in a range of areas.
- Using initiative, actively suggest areas of improvement and practical solutions within our processes and procedures which improve the effectiveness and efficiency of Library services.
- Support and administer processes cross-team, based on service needs throughout the academic year covering a range of activities including but not limited to: ordering

and invoicing processes, preservation activities, creating and updating reading lists and scanning resources, fulfilling inter-library loan requests, data entry, ensuring copyright-compliant uploads of research outputs to Goldsmiths' repository, Library membership and access.

- Conduct a heat map analysis of library activity throughout the year to identify patterns and trends, using the data to effectively plan and allocate human resources for optimal service delivery.
- Plan and prioritise own work activities responding to management requirements in addition to own responsibilities.
- Maintaining access to Library resources and services through regular monitoring, resolving and escalating issues as appropriate.
- Maintaining good relationships with internal and external stakeholders and suppliers relevant to your area of work, including liaison with stakeholders to resolve issues.
- Contribute to student engagement, civic engagement, outreach and communications activities such as events and exhibitions, social media content creation, user experience (UX) work and book displays.
- Ensure the achievement of all targets, metrics, and deadlines set, maintaining consistent progress and addressing any issues that arise to meet performance expectations.
- You will be required to undertake any other duties as may reasonably be required.
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy.

Generic duties:

- To promote the activity of Library Services by working across professional service departments, academic departments, the Students' Union, and external stakeholders.
 - To participate in a rota to cover a variety of service points and tasks across the full range of staffed library opening hours.
 - To contribute to teamwork to ensure business continuity within the team following the failure of or damage to vital services or facilities.
 - To contribute to an enhanced student experience by supporting student engagement including attendance at events, supporting engagement initiatives (including Open Days, Applicant Visit Days, Welcome Week, Graduation Ceremonies, and relevant Corporate Events). These may include evenings and/or weekends.
 - Maintain a high level of professional awareness of best practice and innovation both within the LIS sector and more broadly, and engage in internal and external CPD activities, professional networks and organisations in order to raise the profile of Goldsmiths and to share best practice across the sector.
 - To understand the principles of accessibility and equity, diversity and inclusion (EDI) and proactively apply these to your area of expertise.
 - To understand the principle and ambitions of the Liberate our Library programme and work actively to develop and embed anti-racism in your area of expertise.
 - To ensure that Critical Information Literacy is understood and reflected in all interactions with students and staff, as the Library's default practice.
 - To engage with data, statistics and feedback to enable data drives decision making across library services.
-

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form C = Certificate

I = Interview R = Reference

T = Test / P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Educated to degree level, or equivalent experience	A, C
Desirable Criteria 1 - Qualifications	
Professional qualification in librarianship, information science, archives, or equivalent experience	A, C
AdvanceHE Fellowship in any category, or willingness to attain Associate Fellowship (AFHEA) within three years	A, C
Essential Criteria 2 - Experience	
Experience of working in a library, information service or customer service environment, including handling enquiries and managing challenging behaviours confidently, assertively and professionally	A, I, T
Experience of carrying out a range of administrative tasks including physical (for example labelling, shelving or preparing resources) and digital (for example using technology platforms and supporting customers with systems and services); or equivalent activities	A, I
Experience supporting and delivering activities such as library inductions, events and workshops; or supporting equivalent engagement activities through producing publicity materials, such as social media content	A, I
Experience in supervising, mentoring or training others and contributing to an inclusive team environment.	A, I

Desirable Criteria 2 – Experience	
Experience of data entry, analysis, and reporting including working with spreadsheets and databases and presenting service data	A, I
Essential Criteria 3 – Knowledge	
Knowledge of how an academic library operates, including services, content and user needs and how user needs vary, for example students, researchers and community users	A, I
Knowledge of current and emerging technology relevant to the role	A, I
Knowledge of equity, diversity and inclusion principles relevant to the role	A, I
Specialist knowledge of the area of work relevant to the team in which the post-holder is based (one of Academic Enrichment and Skills Development, Library Experience, Open Research or Systems and Content). This may include, for example: • Library Experience: knowledge of space management, circulation, user experience (UX), communications and membership • Academic Enrichment and Skills Development: Knowledge of special collections handling, archives and user engagement activities • Open Research: Knowledge of open access, copyright and licensing, institutional repositories, and research support • Systems and Content: Knowledge of metadata standards, cataloguing and classification, acquisitions and resource discovery systems	A, I, T
Desirable Criteria 3 – Knowledge	
Knowledge of Critical Librarianship or critical information literacy and its role in academic libraries	A, I
Essential Criteria 4 - Skills	
Strong customer service, communication and interpersonal skills, including the ability to convey complex information clearly and concisely	A, I
Confidence navigating digital and information technologies, with the ability to learn quickly new platforms and services	A, I
Confidence to deal with and resolve a breadth of enquiries across different aspects of library services, working independently without	A, I

supervision to solve problems and find appropriate solutions to meet customer requirements	
Flexible and responsive to changing service needs, able to effectively prioritise tasks throughout the academic year and use initiative to contribute to continuous improvement, process refinement and workflow optimisation	A, I
Team-oriented and collegial, contributing to service objectives while also managing and organising workloads of self and others	A, I, T
Essentia Criteria 5 - Additional Attributes	
Commitment to the delivery of exemplary service and a high level of user satisfaction	A, I
Commitment to own continuing professional development	A, I
Ability to work in a physically demanding role involving opening boxes, lifting, carrying, stretching, bending, pushing loaded trolleys, shelving books to a height of two metres using a kick stool or stepladder and being on your feet for the majority of your working hours	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

September 2026

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- 3 days of volunteering leave per annum, plus parental and study leave allowance.
- Maternity, paternity, shared parental leave and adoption leave and pay
- Membership of USS or LPFA pension scheme, dependent upon grade
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to [University of London facilities](#) such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.