Library Inclusion and Support Co-Ordinator

<table>
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<th>Department:</th>
<th>Library</th>
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<tbody>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 5 £32,442 - £36,861 (pro-rata)</td>
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<tr>
<td>Contract Type:</td>
<td>Fixed Term until 30/04/2024</td>
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<tr>
<td>Hours:</td>
<td>0.4 FTE (2 days a week)</td>
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<tr>
<td>Location:</td>
<td>New Cross, London</td>
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**Goldsmiths, University of London**

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.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.
The newly formed Directorate brings together IT, the Library and Information Services, developing and drawing upon the natural synergies which exist across these areas. Working collaboratively the department delivers the technology solutions, information resources and support required to underpin learning, teaching and research at Goldsmiths, an excellent experience for all students and staff and a commitment to continuously improving the experience of our diverse population.

Goldsmiths Library is housed in the Rutherford Building. It offers a mix of social, group and silent study spaces together with over 200 open access computers. The building is open 24/7. It is used by over 18,000 readers: students and staff of Goldsmiths, Alumni and external users. Its collections cover the Arts, Humanities and Social Sciences and relate to the learning, teaching and research of the College. In addition to some 300,000 books and 5,800 print and electronic journals, it contains extensive audio-visual and school practice collections. These are managed alongside a growing number of special collections and archives, which reflect Goldsmith’s activities and interests, as well as the Goldsmiths Art Collection.

The Library works closely with the Research Office and with Goldsmiths Press, notably in the areas of open access and alternative models of scholarly publishing. Goldsmiths Research Online Collections (which include the institutional repository, research data, digitised archives, and open access journal titles hosted on Open Journal Systems) are managed by the Library.

https://www.gold.ac.uk/library/
Job description

Reporting to: Acquisitions Supervisor
This role is not suitable for hybrid working and is based on campus.

Summary
The postholder will have responsibility for assisting with work within Library Services related to supporting access and inclusion for students with disabilities

Main duties
- To assist with updating and amending electronic user records to accurately reflect their adjustments.
- To assist with induction activities to introduce new and prospective students with disabilities to the Library services and facilities, and to provide ongoing support to students throughout their studies.
- To liaise with other departments within the University that contribute to supporting students with disabilities. This will include acting as the first point of contact for Library staff with the Disability Team, Student Services, academic departments, IT&IS, Estates and Facilities, TALIC and other stakeholders.
- To assist with the management, dissemination, and storage processes for texts in a range of formats, required by students with disabilities. To liaise with publishers, the RNIB Bookshare service, scanning services, library staff and other bodies as required.
- To assist with the day-to-day running of the Assistive Technology Centre, supporting students using the Centre, liaison with Library and IT staff, ensuring software, computers and equipment are in good working order.
- To provide training and support to students and staff on the use of assistive software packages such as Dragon Naturally Speaking, Zoom text, Inspiration and Jaws to address barriers to teaching and learning (individually and in groups).
- To prepare materials and guides to support students and staff in the use of assistive technology.
- To contribute to the Inclusion Working Group and other meetings within Goldsmiths, with the aim of ensuring consistency and encouraging continuous improvement of Library services for disabled students. To report on these meetings
to colleagues and refer any recommendations that might affect existing policies and procedures to the Library Management Team for consideration.

- To maintain an active engagement with legislative and other developments relating to disability and other access and inclusion issues and disseminate information as required.
- To maintain currency of knowledge of assistive technology and assistive software packages, providing advice on the adoption of new software and other innovations as required.
- To attend and contribute to internal and external events, locally and nationally, that would inform and promote Library Services policies regarding accessibility and inclusivity.
- Participate in a rota to cover a variety of service points and tasks across the full range of staffed library opening hours,
- Work as part of a team to maintain the service opening hours as required, taken occasionally without supervision.

Generic duties

- Working on a Library Helpdesk as part of a rota, delivering exemplary customer service with the occasional weekend or evening work.
- Contributing to an enhanced student experience by supporting student engagement across the directorate, including attendance at events such as enrolment/Welcome Week, Open Days and graduation ceremonies. These may include evenings and/or weekends
- Contributing to team work to ensure business continuity following the failure of, or damage to, vital services or facilities
- Always complying with the Data Protection Act, and College and Service information handling procedures
- Always carrying out your responsibilities with due regard to the College Code on Equality and Diversity / Dignity at Work Policy
- At all times to help maintain a safe working environment by attending training as necessary and following the College’s Health and Safety Codes of Practice and Policy
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 these 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.

When preparing your supporting statement, you should carefully address the criteria outlined in the person specification. Please include examples where appropriate. Please do not write more than 2000 words per criteria.

The Category column indicates the method of assessment:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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<tbody>
<tr>
<td>A</td>
<td>Application form</td>
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<td>C</td>
<td>Certificate</td>
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<tr>
<td>I</td>
<td>Interview</td>
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<td>R</td>
<td>Reference</td>
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<td>T</td>
<td>Test</td>
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<tr>
<td>P</td>
<td>Presentation</td>
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### Essential Criteria 1 - Qualifications
- Education to degree level in any discipline
  - A, C

### Essential Criteria 2 - Experience
- Experience of providing support and/or training to disabled people
  - A, I, T
- Customer service experience
  - A, I

### Desirable Criteria 2 - Experience
- Experience of working in a Library
  - A, I
- Experience of assistive software such as Dragon Naturally Speaking, Zoom Text, Inspiration, Jaws or other relevant packages
  - A, I,
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<th>Experience of working with Reasonable Adjustment evaluations and tailoring support to the requirements of users</th>
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<tr>
<td><strong>Essential Criteria 3 – Knowledge</strong></td>
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<td>Knowledge of specialist assistive software packages and Microsoft Office</td>
<td>A, I</td>
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<td><strong>Desirable Criteria 3 - Knowledge</strong></td>
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<td>Current awareness of disability legislation</td>
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<td>Interest in the organisation of information and copyright in the academic context</td>
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<td><strong>Essential Criteria 4 - Skills</strong></td>
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<td>Good written and oral communication skills, with the ability to adapt communication to fit the intended audience</td>
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<td>Excellent interpersonal skills, with the ability to engage and gain the respect and cooperation of students.</td>
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<td>Ability to work methodically and to accurately update and maintain records</td>
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<td>Good team working skills and a willingness to be flexible</td>
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<td>Ability to teach the use of software applications to students with variable levels of competence &amp; confidence</td>
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<td>Experience of managing own workload and responding to changing priorities</td>
<td>A, I</td>
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<tr>
<td>Ability to work to defined procedures and standards, ensuring confidential information conforms to GDPR regulations</td>
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Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked before the first day of appointment.
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
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- 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
- Access to University of London facilities such as Senate House Library

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.