

# Working at Goldsmiths

Come work at an inspiring university in vibrant southeast London



## Candidate information pack

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# About us

Goldsmiths: a close-knit community, a rich academic heritage, a creative powerhouse, a thought-provoking place.



## About us

We offer a space for self-discovery, delivering world-leading research and excellent teaching from our single-site campus in the heart of Southeast London.

## Teaching that challenges

Part of the prestigious University of London, we combine academic excellence with creative and innovative approaches to teaching and learning.

Teaching across our academic departments spans the arts, humanities, social sciences, cultural studies, computing, law, teaching, social work and business management – bringing everything you'd expect from a world-renowned arts institution and much more.

You'll find conversations that spark your creativity at every turn. You'll find course content informed by world-leading research. And you'll find tutors who encourage students to question traditional perspectives.

Join us and explore ideas and be part of new thinking every day.



## Goldsmiths' history

In 1792 the Counter Hill Academy opened its doors in New Cross, in a house built by Deptford distiller, William Goodhew. The Royal Naval School then bought the site and commissioned the renowned Victorian architect Robert Shaw to design and build what has today become our Richard Hoggart Building. In the 1890s the Goldsmiths Company added a gymnasium, a concert hall and a swimming pool. Shortly after the College was founded, the Goldsmiths Company provided funding for a new School of Art. This imposing building, opened in 1907, was designed by Sir Richard Blomfield - whose other main claim to fame was to design the now ubiquitous standard electricity pylon.

A busy period of development accompanied our expansion in the 1960s. We added the Whitehead, Lockwood and Education Buildings. We erected the Warmington Tower, built St James's Hall, and added a new extension to the Richard Hoggart Building.

In 1998 we opened the Rutherford Building, and it received a RIBA award as one of the 10 best new buildings in the capital. 2005 saw us open the eye-catching Ben Pimlott Building, a seven-story, purpose-built teaching space containing new art studios and lecture theatres and providing accommodation for our psychology and digital media labs.

The Professor Stuart Hall Building followed in 2010, housing our Media, Communications and Cultural Studies Department and our Institute for Creative and Cultural Entrepreneurship. The Professor Stuart Hall Building also gave us additional teaching rooms, meeting spaces, a new café and a new 250-seat lecture theatre. In 2018 we opened the Goldsmiths Centre for Contemporary Art. Designed by Turner Prize-winning architects Assemble and housed in the Grade II-listed former Laurie Grove Baths, this free public gallery hosts a varied programme of shows, projects and residencies by national and international artists and curators, bringing world-class art to southeast London.

## A history of recognising and nurturing talent

At Goldsmiths we aim to recognise and nurture talent. Nine of our alumni and staff have been Turner Prize winners and a further 24 have been shortlisted. Among these is Steve McQueen, the first Black director to win Best Picture Oscar for his 2014 film *12 Years A Slave*.

2019 saw Bernardine Evaristo take home the Booker Prize for her novel *Girl, Woman, Other*, becoming the first Black woman to receive the prestigious literary award. Our former students are also among winners of the Mercury Music Prize, the Ivor Novello Award, BAFTA and many more. In 2013 we established the Goldsmiths Prize to reward innovation in fiction. The inaugural prize went to Eimear McBride for her debut novel *A Girl is a Half-Formed Thing*. In 2022, Natasha Soobramanien and Luke Williams were awarded the prize for *Diego Garcia*.

Into the modern era, Goldsmiths remains committed to active involvement in community initiatives in New Cross and Southeast London. In 2019 we unveiled a community mural commemorating the 1977 Battle of Lewisham, following a collaborative project between Goldsmiths and local community groups.

In the same year, we worked with our partners Lewisham Council on a winning bid to make Lewisham a London Borough of Culture for 2021, rescheduled to 2022 as a result of the Covid-19 pandemic. In 2021 Goldsmiths was the first university in London to launch a Civic University Agreement. Developed in partnership with 11 other local anchor institutions in the Borough of Lewisham, our Civic University Agreement commits us to working collectively to address some of the most pressing issues facing our local communities.



# The department and the role



## The department

Goldsmiths Library is housed in the Rutherford Building which it shares with IT Services. This 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 15,000 readers: staff and students of Goldsmiths and external users. Its collections cover the Arts, Humanities and Social Sciences and relate to the 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 research activities; for example, the Goldsmiths Textile Collection & Constance Howard Gallery, the Daphne Oram Collection and the Women's Art Library. The Library has responsibility for the Goldsmiths Art Collection and is working with stakeholders to identify and manage the artworks.

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 Service) are managed by the Library.

There are two areas within Library Services: Systems and Resources; Reader Services and Academic Support.

For further information see <http://www.gold.ac.uk/library>

## Job description

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# Reader Services Supervisor

<b>Department:</b>	Library Services
<b>Grade/ Salary:</b>	Grade 6, £37,655 - £40,788 (pro-rata)
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	17.5 per week (Part-time)
<b>Location:</b>	New Cross, London

**Reporting to:** Assistant Reader Services Librarians

**Reports:** Reader Services Library Assistants

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

### Summary:

The role will be based in the Reader Services department of the Library. This team is key to the student experience and delivers excellent customer service to Library users in person and across all communication channels.

As an operational manager within the department you will ensure that all processes and procedures including circulation and managing the space and student behaviours are efficient and effective. You will be responsible for motivating, leading and overseeing the work of the Library Assistants and delivering front line services alongside the team. The Reader Services Supervisor role is key to ensuring parity of service throughout the hours that the Library is staffed including having the skills and knowledge to answer complex enquiries and respond to escalated issues and resolve problems independently.

### Main duties:

- Line manage and motivate the Reader Services Assistants in conjunction with the other Reader Services Supervisors and librarians.
- Work together with other members of Reader Services and the library teams to deliver excellent customer experience and ensure the provision of a coherent and user-focused Library service.
- Provide advice to the team on enquiries including responding to and independently resolving escalated enquiries relating to any Library services, services within the building or the wider student experience directorate using signposting and referral where appropriate. Queries will be in person, by phone, email, live chat and social media.

- Provide advice to the team on complaints including responding to and independently resolving escalated complaints relating to any Library services, services within the building or the wider student experience directorate in a sensitive and empathetic manner applying discretion and referring when appropriate.
- Support customers to use all day-to-day systems, services, facilities and equipment for example the self-service kiosks, accessing e-resources, using the room booking system, MFDs and ICT equipment. Including training on more complex services, systems and processes as required.
- Ensure the library is a pleasant environment by taking responsibility for reporting maintenance jobs or H&S concerns, actively managing and encouraging appropriate customer behaviour and noise levels, keeping posters and leaflets tidy and up to date, clearing workspaces of paper waste.
- Work closely with Library staff, Campus Support Officers, IT staff and Security staff to deliver an effective and efficient service throughout all opening hours including taking responsibility for all Library services and the Rutherford Building, whilst on duty.
- Creation of and participation in a rota to cover a variety of service points and tasks across the full range of staffed library opening hours including staffing the Library Help Desk on your own.
- Organise and oversee staff when working on relevant service points, including their induction and training.
- Organise and oversee work on all day-to-day circulation and membership processes for example creating database and LMS records, responding to requests for access in line with policy, reservations, missing books and invoicing.
- Input into planning Reader Services activities and continuous improvements including providing feedback, collecting data and compiling and reporting on relevant statistics as required.
- Participate in student engagement activities including surveys, student focus groups, stakeholder discussions, displays, events, social media.
- Participate in special projects with the direction of senior staff as required for example customer service excellence, stock taking etc.
- Own and carry out recruitment, deployment and performance review of line-managed staff, ensuring that staff understand their contribution to the department, to the library and Goldsmiths' Strategic Plan.
- Engage with training and development opportunities offered within the Library, University and externally as identified at appraisal.
- Complete daily, weekly and monthly cashing up processes. Calculate and levy any fines or other charges incurred by users and collect money for items or services, and complying with Goldsmiths financial regulations.
- Deputise for the Assistant Reader Services Librarians including representing the Library within Goldsmiths and externally as appropriate.

- Contribute to an enhanced student experience by supporting student engagement across the college, including attendance at events such as enrolment/Welcome Week, Open Days and graduation ceremonies. These may include evenings and/or weekends.
- Contribute to team work to ensure business continuity following the failure of, or damage to, vital services or facilities.
- At all times to comply with the Data Protection Act, and College and Service information handling procedures.
- 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.

## Person Specification

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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
<b>Essential Criteria 1 - Qualifications</b>	
Educated to degree level or equivalent	A, C,
Professional qualification in Librarianship or equivalent experience	A, C,
<b>Essential Criteria 2 - Experience</b>	
Demonstrable experience of working in a customer service environment	A,I
Experience of leading a team	A,I
Experience of managing staff	A,I
Experience of answering complex enquiries	A,I
Experience of supporting people to use systems and services	A,I
<b>Desirable Criteria 2 - Experience</b>	



Experience of delivering information literacy support	A,I
Experience of handling transactions in line with financial regulations	A,I
Experience of engaging with library customers to develop library services	A,I
<b>Essential Criteria 3 – Knowledge</b>	
Knowledge of information resources available through a library and how to access these.	A,I
<b>Desirable Criteria 3 - Knowledge</b>	
Knowledge of current issues in HE libraries	A,I
<b>Essential Criteria 4 - Skills</b>	
Strong communication and interpersonal skills including the ability to convey complex information clearly and concisely	A,I,T
Self-motivated with the ability to motivate others	A,I, T
High degree of computer skills, including use of library management systems, and the ability to pick up new skills quickly	A,I
Ability to work under pressure and to meet deadlines including multi-tasking and responding to changes in priorities in a busy environment	A,I, T
Excellent timekeeping and a track record of reliability	A,I
Ability to work without constant supervision and take responsibility for service points organising and prioritising own workload	A,I, T
<b>Essential Criteria 5 - Additional Attributes</b>	
Commitment to own professional development with a willingness to engage with the training and development opportunities offered within the library, University and externally as identified at appraisal	A,I
Able to work hours which support the running of the service including working evening and weekend shifts.	A,I
Ability to work in a physically demanding post involving lifting, carrying, stretching, bending, pushing loaded trolleys, shelving books to a height of two metres using a kickstool 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 before the first day of appointment.**

If you have any questions about the role, please contact Sarah Hawton [s.hawton@gold.ac.uk](mailto:s.hawton@gold.ac.uk)

**June 2024**

# Help with applying



## Help with applying

We are happy to supply information in alternative formats for disabled applicants. Please contact [hr-recruitment@gold.ac.uk](mailto:hr-recruitment@gold.ac.uk) to make your request.

### Applying online

See Guidance for making a job application (PDF download) for how to use our online application system.

We do not accept postal applications and invite applicants to apply for all vacancies online. If you have a disability that could make this difficult, then please contact us at our email [hr-recruitment@gold.ac.uk](mailto:hr-recruitment@gold.ac.uk) to discuss alternative arrangements.

The closing time for submitting a job application is 2359 UK time. HR staff are only available to assist with queries from 9am-5pm, Monday to Friday. We recommend submitting your application at least an hour ahead of the deadline, in case of any technical issues.

### Filling in the application form

Above is the job description and person specification for this role. This serves as an indication of what we are looking for.

Each criterion specified will be listed as essential or desirable. We will shortlist candidates who demonstrate they meet the essential criteria and as much as the desirable criteria as possible using a points-based system.

Those who score the highest will be invited to interview, so it is important to provide clear evidence on how you meet each criterion.

# Staff benefits



## Staff benefits

### Cycle (Ride) to Work

Save up to 43%, pay nothing up front and spread the cost of your new bike and/or kit in equal monthly instalments taken from your salary before tax and National Insurance contributions.

### Season ticket loans

We know travelling to work can be expensive. So, you can apply for an annual, interest-free, season ticket loan repayable by monthly deductions from your salary.

### Tax-free childcare

The tax-free childcare scheme is an alternative way to cut your childcare costs by opening a government savings account that will see you earn a 20 per cent top-up on any contributions made.

### Staff Assistance Programme

The Staff Assistance Programme (SAP) offers around the clock confidential and free support and information service.

### Family friendly leave

Parental leave, including adoption and maternity. Our family-friendly leave guidance has been designed to support both staff and managers by guiding them through the procedures for the various family leave types, covering what needs to be considered and the steps that need to be completed.

### Annual leave and holidays

The annual leave entitlement for full-time staff is all Public and Bank Holidays in addition to holiday entitlement and College Closure days: On appointment your holiday entitlement is 34 Days per year (includes 4 at Christmas and 2 at Easter College Closure days).

### Staff Networks

We currently have six staff networks, focused on Disability, Gender, LGBTQ+, Race equality, Parenting/Caring responsibilities, and Menopause.

# Disability and individual needs



## Disability and individual needs

We actively encourage disabled people to apply to work here. Goldsmiths is an accredited Disability Confident Employer. We are committed to the aims of Disability Confident and in particular we will:

- Ensure that our recruitment process is inclusive and accessible
- Communicate and promote all vacancies
- Offer an interview to disabled applicants who meet the essential criteria for the job
- Provide reasonable adjustments as required
- Support any existing staff member who acquires long-term health condition or becomes disabled, to help them to stay in work



## Applying for jobs under the Disability Confident Scheme

As part of our commitment, we ask all job applicants if they want to be considered under the Disability Confident Scheme.

If you are disabled and apply for a job under the scheme, the recruitment panel will guarantee you an interview if they feel that your application meets all the essential criteria for the role.

Please note, that by opting-in to this scheme, you are disclosing that you are disabled solely for the purpose of applying for a guaranteed interview and we will not assume nor infer that you wish to disclose or record that you are disabled in any other way – including any reasonable adjustments you may need if you are employed.

## **Reasonable adjustments for interviews**

It is important to us that you let us know as soon as possible if you have any specific requirements that we can assist with during the recruitment process.

Please note this information will not be part of the selection process and will only be available to those involved in arranging the interview.

# Equality and Diversity



## Equality and diversity

We are passionate about advancing equality and celebrating diversity at Goldsmiths.

Goldsmiths has a rich heritage of challenging inequality in all its forms and equality, inclusion and social justice are values which are incredibly important to Goldsmiths. These values are enshrined throughout our rich history, entrenched in the subject matter of our research and teaching, and embraced by members of our community.

Our aim is to embed equality, diversity, and inclusion across Goldsmiths and make it a part of everything that we do by working together collaboratively and proactively. Goldsmiths has joined a group of leading companies from the energy, property, transport, engineering and creative sectors in taking the Inclusive Culture Pledge, overseen by leading diversity consultancy EW Group.



Goldsmiths is a Stonewall Diversity Champion, and we are proud of our strong commitment to advance sexual orientation and gender identity equality and to maintain an inclusive environment for everyone.

We are also a member of the Equality Challenge Unit – who work to further and support equality and diversity for staff and students in higher education institutions. We have signed up to the Athena SWAN charter to advance gender equality.



Passionate about advancing equality  
and celebrating diversity.  
Together, we are different

