

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

Library Experience Manager

Department:	Library Services
Grade/ Salary:	Grade 7, £44,028 - £48,944 pro rata
Contract Type:	0.8 FTE Permanent
Hours:	28 per week (Part time)
Location:	New Cross, London

Reporting to:

Head of Reader Services and Academic Support

Responsible for:

Reader Services Supervisors

Note:

This role is campus-based and not suitable for remote working. Current expected days are Tuesday – Friday.

Summary:

You will lead, motivate and direct the Reader Services Team. This team is key to Goldsmiths' student and academic experience, with responsibility for the operational running of the library, including delivery of customer-facing services to staff, students and external users. You will manage the space, circulation, staff and customer service activities of the library, working across library and College teams, to ensure a consistently high level of student experience.

As part of the Extended Library Management Team, you will collaborate on the development and delivery of new strategies and processes in line with our strategic plans as well as the institution's changing needs and priorities.

Main duties: 1. Line management of Reader Services staff including recruitment, induction, probation, staff development, overseeing performance and appraisal; ensuring effective deployment of staff and delegation of work and responsibilities

2. Manage and lead the Reader Services Team in the provision of a coherent, user-focused Library service utilising user experience (UX) and continuous improvement methods to deliver exemplary customer service and student experience
3. Manage the physical library service including space management, circulation activity and health and safety
4. Manage the provision of effective service points and underpinning service models for Library Services, and oversee all staff working on service points
5. Manage Library Services activities and platforms for academic, community and civic engagement including social media, surveys, focus groups, stakeholder consultation, and events; ensuring a responsive and co-ordinated approach
6. Manage Library communications and marketing activities
7. Manage and supervise Library programmes including Student Library Reps, work experience placements and student employees and apprentices, ensuring effective coordination, engagement and development of participants
8. Monitor key performance indicators for customer service and engage with data and performance metrics, including benchmarking and analytics to inform evidence-based decision making
9. Co-ordinate policies, guidelines and codes of conduct for the Library and act as the first point of resolution for customer compliments, comments and complaints
10. Manage the Library's reciprocal access and other external membership and access schemes
11. Manage the Library's engagement with and contribution to College events and activities such as Open Days, Applicant Visit Days, Welcome Week, Graduation Ceremonies, widening participation activities and relevant corporate and Library events; in coordination with event managers
12. Build and maintain effective relationships with key stakeholders across Goldsmiths, including IT & Digital Services, Estates, Marketing and Communications, Student Services and Finance
13. As a member of the Library's Extended Library Management Team (ELMT), contribute to Library strategic planning and service development, and manage cross-team projects in support of these objectives
14. Deputise for the Head of Reader Services and Academic Support where appropriate
15. Represent the Reader Services Team or Library at College meetings and committees, and external events as directed or required
16. Any other duties as may reasonably be required by the Head of Reader Services and Academic Support

Generic Duties:

1. To promote the activity of Library Services by working across professional service departments, academic departments, the Students' Union, and external stakeholders.
2. To participate in a rota to cover a variety of service points and tasks across the full range of staffed library opening hours.
3. To contribute to teamwork to ensure business continuity within the team following the failure of, or damage to, vital services or facilities.
4. 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.
5. 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.
6. To understand the principles of accessibility and equity, diversity and inclusion (EDI) and proactively apply these to your area of expertise.
7. 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.
8. To ensure that Critical Information Literacy is understood and reflected in all interactions with students and staff, as the Library's default practice.
9. To engage with data, statistics and feedback to enable data drives decision making across library services.
10. To ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
11. 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

Detailed below are the types of qualifications, experience, skills and knowledge which are required.

The Essential criteria sections show the minimum essential requirements for the post.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential but may be used to distinguish between applicants.

All criteria will directly relate to the online application form.

The Category column indicates the method of assessment:

- A = Application form** **C = Certificate**
- I = Interview**
- P = Presentation**

	Essential	Desirable	Category
Essential Criteria 1 - Qualifications			
Educated to degree level, or equivalent experience	√		A, C
Professional qualification in librarianship or Information Science, or equivalent experience	√		A, C
Essential Criteria 2 - Experience			
Experience at a professional level in a library or customer service environment	√		A, I
Experience of staff management and team leadership	√		A, I
Experience of developing and delivering user-focused library services	√		A, I
Experience of managing projects		√	A, I
Desirable Criteria 2 - Experience			
Experience of working in an academic or research library	√		A, I
Excellent understanding of library user requirements and engaging with customers and users in order to develop library services	√		A, I
Essential Criteria 3 - Knowledge			

Knowledge of issues and developments relating to academic libraries	√		A, I
Desirable Criteria 3 - Knowledge			
Knowledge of current issues within research or higher education libraries		√	A, I
Essential Criteria 4 - Skills			
Excellent communication skills	√		A, I, P
Excellent analytical and organisational skills	√		A, I
Excellent interpersonal skills with the ability to build strong working relationships across a large organisation	√		A, I
Ability to manage, prioritise and effectively delegate tasks to ensure the delivery of complex projects	√		A, I
Essential Criteria 5 - Additional Attributes			
Commitment to the delivery of exemplary service and high-level of user satisfaction	√		A, I
Commitment to own continuing professional development	√		A, I
Self-motivated, with the ability to motivate others	√		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 the first day of appointment.

For more information about the role, please contact Nuala McLaren: n.mclaren@gold.ac.uk

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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 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 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.

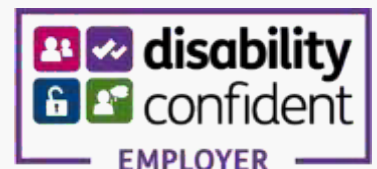
Disability and individual needs



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.



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