UNIVERSITY OF WEST LONDON
The Career University

Job Description

Job title	Systems and Digital Content Librarian
School / department	Library Services
Grade	5
Line manager	Acquisitions and Subscriptions Manager
Responsible for (direct reports)	Operational Supervisory responsibility for a team of Assistant Librarians
Date of creation or review	10/03/2025

Main purpose of the job

The post holder provides technical support for library systems and digital content. They have a deep understanding and knowledge of the systems within the role's remit and provide specialist expertise to colleagues using those systems. They ensure seamless access to and effective discoverability of digital content, meeting the needs of the University's community for teaching, learning and research.

The post holder can effectively trouble-shoot to identify access issues and resolve these. They extensively use and analyse data and statistics to spot trends and to inform planning.

The post holder supervises a small team of Assistant Librarians.

Key areas of responsibility

1. Supervise a team of Assistant Librarians.

2. Lead on managing and providing support, configuration, and maintenance for the library management system, library discovery service and systems used for learning and teaching, such as reading lists.

3. Be the first point of contact for the library management system, the digital library and other systems and services within the role's remit, liaising with internal and external suppliers and their technical teams to report and diagnose faults, analyse problems and identify patterns.

4. Proactively develop and improve discoverability and accessibility of library content through systems and metadata improvements with a focus on user experience.

5. Document and keep up to date processes and workflows. Provide training to Library staff on new and upgraded systems as necessary.

6. Advise Library staff of product developments and upgrades of the systems within the role's remit. Manage subsequent implementation in liaison with internal and external suppliers and ensure all systems changes are carried out in accordance with agreed University standards and procedures.

7. Manage systems projects and implement new services, as directed by the Acquisitions and Subscriptions Manager.

8. Provide management information by extracting available data from systems or creating reports in support of an evidence-informed approach to decision-making in the Library.

9. Keep up-to-date generally with new technology and systems developments, and with team members and the Library Management Team, identify opportunities for innovation and change.

10. Work with system developers to enhance the accessibility and inclusiveness of library technological solutions.

11. Represent Library Services on University committees and working groups and externally, as directed by the Acquisitions and Subscriptions Manager.

12. Maintain a high level of continuing professional development, including using internal and external networks and events to maintain up-to-date knowledge.

13. Demonstrate personal commitment to the equality and diversity policies of the University.

In addition to the above areas of responsibility the post-holder may be required to undertake any other reasonable duties relating to the broad scope of the position.

Dimensions / background information
Although based at a particular campus, the post holder is required to work at any of the University sites as necessary. Annualised hours will apply to this post.

Person Specification

	Criteria	Essential or Desirable[1]	Demonstrated[2]		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	First degree, or equivalent experience	Essential			
	Professional qualification in Library or Information Studies or equivalent experience.	Essential			
	Membership of a relevant professional body	Desirable			
Knowledge and experience	Line management or supervisory experience	Essential			
	Experience of providing first- or second-line customer-centred technical or IT support	Essential			
	Experience of supplier liaison or managing internal or external supplier relationships	Essential			
	Proven knowledge of one or more specialist library or education technology systems, for example library management systems, discovery tools or reading lists software	Essential			
	Knowledge of current trends in technology development affecting libraries	Essential			
	Knowledge of, and commitment to, best practices in user experience (UX), usability, and accessibility	Essential			
	Knowledge of the UK higher education sector	Desirable			
General skills	Excellent IT skills, including knowledge of desktop, mobile, and server operating systems	Essential			
	A high standard of written and oral communication and ability to present and explain technical concepts to diverse audiences using different channels, including writing for the web and social media	Essential			

	Evidence of a flexible and cooperative approach to teamworking, demonstrating personal responsibility and initiative	Essential			
	Ability to network effectively with peers across teams, including representing the interests of Library Services within the University	Essential			
	Proven ability to prioritise workloads and work accurately to meet deadlines	Essential			
	Ability to work proactively, independently and reliably with minimal supervision	Essential			
	Self-awareness and commitment to reflective practice, especially relating to interpersonal skills	Essential			
	Ability to innovate and apply lateral thinking to solve problems	Essential			
Other	Evidence of continuing professional development, including the ability to acquire new skills and apply them effectively	Essential			
	Evidence of professional writing and / or speaking	Desirable			

Disclosure and Barring Scheme   Is a DBS Check required: ⬭ DBS ⟨ This post does not require a DBS check ⟩

Before making a selection, please refer to the University's Disclosure and Barring Checks Guidance for Staff and Criminal Convictions, Disclosures and Barring Staff Policy and Procedure. If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

[1]**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

[2] **Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.