

# **USER SERVICES TEAM LEADER**

UEA Library

Library and Learning Enhancement  
Division

SC4845

**CANDIDATE BROCHURE**





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# WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines and breaks new boundaries across its priority

research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Catherine Breame, Library User Services Manager via [catherine.breame@uea.ac.uk](mailto:catherine.breame@uea.ac.uk).

## UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



# THE ROLE

You will be jointly responsible for the day-to-day delivery of quality frontline library services in support of UEA teaching, research and engagement activities. The role involves proactive supervision and deployment of the team of Senior Information Assistants to ensure consistent customer-focussed services are delivered throughout the staffed service hours.

## KEY RESPONSIBILITIES

- Line management of Senior Information Assistants including recruitment, induction, motivation, performance management, appraisal, objective setting, training and development etc.
- Responsibility for day-to-day delivery of a timely, customer-focussed and efficient frontline service, which enhances the Library reputation.
- Making daily operational decisions including first-line response for unforeseen operational or customer problems, which may include responding to building faults, service failures, significant staff absence or user behaviour management.
- Develop and maintain a wide understanding and technical knowledge of the systems utilised within the Library including the Library Management System, Identify Management Systems and Live Chat service.
- Operational responsibility for the appearance of the Library building, self-service equipment and facilities including timely logging of faults.
- Providing leadership, guidance and support to front-line staff in answering more complex enquiries about Library resources, facilities and services.
- Develop strong working relationships with other University departments, including IT, Student Services, the Student Information Zone and the Learning and Teaching Service.
- Responsibility for day-to-day monitoring of and liaison with Library Security staff.
- Working with the User Services Manager to escalate and resolve any issues relating to the quality of the service and ensuring that all 'out of hours' reports have been followed up and closed appropriately.
- Suggest, develop and implement changes and improvements to systems and processes, ensuring that user needs are met and the Library, and its services, are accessible and inclusive.
- Monitoring and ensuring all Library user queries, complaints and comments are logged and responded to appropriately within agreed timescales and recorded.
- Collating data, reports and statistical information to feed into management reports and working with the Assistant Managers and other Library teams to ensure all administrative duties and procedures associated with the work of service points are completed and KPIs are met.
- Contributing to the timely registration and production of campus cards for SCONUL and other external users.
- Responsibility for the Library Visitor IT Access procedures, including resetting account passwords and ensuring service complies with GDPR and UEA Conditions of Computer Use regulations..
- Ensuring that all members of the team abide by the provisions of General Data Protection Regulations (GDPR) in the handling of personal data.
- Responsibility for the development and maintenance of frontline procedural documentation, including effective sharing of documentation via tools such as Teams and OneDrive..
- Ensuring the effective delivery of training to staff within the team and office colleagues on systems, procedures and best practice.

## THE ROLE (CONTINUED)

- Responsibility for ensuring front-line promotional and display material is kept up to date, including relevant web pages, and supporting promotional events in the Library and the Library's contribution to marketing events such as Open Days.
- Represent the Library/UEA at appropriate internal and external meetings.
- Work flexibly, including some early morning, evening and weekend shifts to maintain high quality service delivery throughout our advertised staffed hours.
- Attend training sessions to refresh and update professional knowledge and the range of core skills required to undertake the role.
- Lead projects or project strands and supervise the work of others involved in project delivery.
- All role holders are expected to undertake such other appropriate duties as may be requested by the Library Director or may be assigned by their manager that are commensurate with the grade of the post.



# THE PERSON

## EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Qualified to HND or A level (or equivalent), AND/OR demonstrable work-related experience in a similar role (E)
- Significant recent experience of front-line service work and handling and successfully resolving customer/user enquiries or problems (E)
- Experience of team working and supervising staff including the ability to organise staffing rotas and balance service needs with individual staff needs and expectations (E)
- Ability to explain technical solutions clearly and unambiguously to customers in a diplomatic manner (E)
- Experience of providing training to colleagues and users (E)
- Experience of project planning and delivery as part of a project team (D)
- Library or customer service qualification (D)

## SKILLS AND KNOWLEDGE

- Strong IT skills, including Microsoft 365 and web-based applications (E)
- Grammatically accurate written communication skills (E)
- Ability to work with a high level of attention to detail (E)
- Knowledge of equality, diversity and inclusion, particularly as it relates to Customer Service (E)
- Good working knowledge of library management systems (D)
- A sound working knowledge of University departments and services (D)

## PERSONAL ATTRIBUTES

- Strong interpersonal skills and ability to communicate and interact sensitively with a wide variety of customers and colleagues according to their needs (E)
- Commitment to excellent customer service (E)
- Ability to work to agreed deadlines (E)
- Ability to problem-solve under pressure using initiative and sound judgement whilst referring appropriately (E)
- Ability to work independently and within a team (E)
- Flexible approach to work, including occasional shift changes or additional hours and the willingness to adapt to meet changing circumstances (E)

**Essential Requirements (E)** are those, without which, a candidate would not be able to do the job.

**Desirable Requirements (D)** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

# FURTHER INFORMATION

The post is available from 18 August 2025 on an indefinite part-time (0.6 FTE) basis.

Salary will be £26,338 to £29,959 per annum pro rata on Grade 5 on the single salary spine.

**Place of Work** - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email [staff.recruitment@uea.ac.uk](mailto:staff.recruitment@uea.ac.uk)

## HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **31 July 2025**.

It is anticipated that interviews will take place on **22 August 2025** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.



# ABOUT THE DIVISION

The division combines learning technologists, librarians, and educational specialists to create a collaborative and unified team to support the University's strategy.

The Library is at the heart of the University of East Anglia. We hold a wealth of physical and online material to support the teaching and research activities of the University. The Library supports teaching and learning by providing access to diverse, high-quality resources, services and information skills delivery that enhance student success. It also offers specialist support in information discovery, open access publishing and data management to help researchers produce and disseminate impactful work.

The Learning Enhancement Team (LET) delivers the University's learning development provision, specialist SpLD tuition, Peer Assisted Learning schemes, the English Language Support Programme and projects associated with the University's Inclusive Education Policy.

The Centre for Technology-Enhanced Learning (CTEL) has responsibility for the multiple systems, architecture and integrations of UEA's online learning and assessment environment, harnessing the use of innovative educational technologies, including the VLE, to enhance learning and teaching.

Our library building is open 24/7 for current students and staff to browse, study and borrow. We work closely with colleagues across the whole University to provide a robust and effective service that our students can rely on.

Our building provides amazing views and a wide variety of study spaces to suit all our users when studying and collaborating. Staff are available in-person and online to help students find the right space for them and get the best out of our resources.

The Library is a grade II listed building with six floors and containing c. 750,000 books, as well as computer labs, individual and group study rooms, and our specialist collections and archives. UEA also holds a range of impressive collections within the British Archive for Contemporary Writing.

The UEA Digital Library contains thousands of ebooks and online journals, enabling students to access a huge repository of knowledge at the touch of a button.

The Library & Learning Enhancement Division is committed to equality and diversity for its staff and users alike and strives to make its services inclusive for all to access.





# OUR VALUES

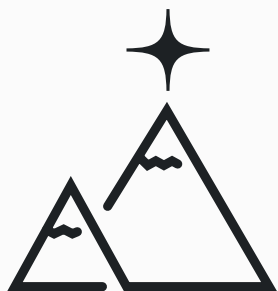
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT



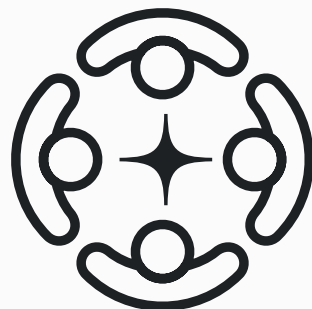
## OUR VALUES (CONTINUED)



### AMBITION

**We are ambitious for our future success.**

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



### COLLABORATION

**We are collaborative in our approach.**

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



### EMPOWERMENT

**We empower ourselves and each other.**

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



### RESPECT

**We respect each other.**

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.



# ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

**A vibrant place to study, learn and work, UEA is a very special place.**





# A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

## OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)





# OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.





# NORWICH

## A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



*If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.*

**STEPHEN FRY**



# LOCATION

Some cities you've heard of, others you have to discover.

Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

## BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

## BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

## BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible





An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

## Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

