

SENIOR INFORMATION ASSISTANT

UEA Library

SC4783

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. Our Professors Corinne Le Quere, Rachel Warren and Robert Nicholls were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of 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

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.



OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive
Rates of Pay



20 Days
Holiday



14 Additional
Statutory and
Customary days



Contributory
Pension



Staff
Development



Sportspark
Discount



Research
Support



Health and
Wellbeing



Library



Campus
Facilities



Care Leave
Policies



Sainsbury
Centre for
Visual Arts



Ofsted
Outstanding
Nursery



And much
more!

Further information can be found on our [Staff Benefits page](#).

THE ROLE

JOB PURPOSE

Senior Information Assistants manage and deliver frontline information services in support of UEA teaching, research and engagement activities. The post works collaboratively within the User Experience Team to provide individually tailored customer service through face-to-face interactions, email, telephone and live chat. The role requires proficiency in several web-based applications such as the Library Management System and Room Booking System. Senior Information Assistants aim to resolve problems themselves where possible, guiding users to solutions at the point of delivery.

KEY RESPONSIBILITIES

- Answering user queries in person or online (e.g., email or live chat).
- Adopting a proactive approach to resolving enquiries, taking time to understand the individual needs of the user and tailor their response accordingly.
- Where possible answer user questions at the point of enquiry. Senior Information Assistants should exercise their judgement to best support users, making decisions at the point of service to best meet user need.
- Ensure all service points are covered during core hours and de-prioritise tasks on the fly as required to ensure core user service is provided.
- Work with team members to divide up tasks and use initiative to prioritise tasks according to time of year and student need.
- Develop a wide understanding of a variety of Library systems including Library Search, the Library catalogue, online database and ebook packages, and related library services such as interlibrary loan, in order to accurately and effectively support users to use these systems themselves.
- Manage user library accounts, ensure timely circulation of stock, and solve problems for users.
- Manage wider university enquiries, using knowledge to appropriately direct users via a variety of online services including the Student Information Zone, copyright requests, connecting to Wi-Fi (Eduroam), configuring devices and using university printing services or refer to the appropriate service where relevant.
- Create and update documented processes for repeatable tasks to improve efficiency and support staff manage a diverse range of tasks.
- Suggest changes and improvements to systems and processes to better meet user needs.
- Undertake peer-to-peer training, both to receive training and to train colleagues from the team. All staff are expected to independently undertake CPD training, maintain records of training undertaken, and actively update and refresh training required to undertake the role.
- Create, share and maintain engaging and up-to-date front-line promotional and display material and engaging social media posts and messages, in line with the wider Library communications strategy.
- Assisting with the return of items and re-shelving of Library stock, and collection of materials from within the building (reasonable adjustments will be considered for an individual in line with the Equality Act 2010 following the recommendation of Occupation Health).
- In liaison with UEA Security, manage the provision of all building facilities, including Health and Safety monitoring and prompt reporting of faults and incidents.

THE ROLE (CONTINUED)

- Monitoring printing and other Library building based IT services, to ensure these remain fit for purpose and any issues are promptly logged and reported.
- Manage student bookings of Library individual and group study rooms using the University Room Booking system.
- Collect and accurately report statistics relevant to the team's activities and KPIs (key performance indicators).
- Take card payments for external membership applications.
- To abide by the provisions of General Data Protection Regulations (GDPR) in the handling of data.
- Undertake additional or alternative duties commensurate with the grade as deemed appropriate by the Line Manager.
- Contribute to the continuous development of the Division.
- Positively Support and promote the University's values in all aspects of work.
- Abide by all University Regulations and Policies relevant to the role.
- Observe the strict rules of confidentiality applicable to work within the Division.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Good standard of education, including passes at GCSE at Grades A-C in English & Mathematics, or equivalent qualifications or experience in a directly relevant role (E)
- Experience of working with customers in a busy front-facing environment (E)
- Experience of problem solving and responding to customer complaints (E)
- Experience of using bespoke computer systems, e.g. a CMS, library management system, live chat, stock control system, etc (D)
- Experience with library systems including Library Search, the Library catalogue, online database and ebook packages, and related library services such as interlibrary loan (D)

SKILLS AND KNOWLEDGE

- Excellent verbal and written communication skills (E)
- Excellent interpersonal skills; ability to quickly establish and maintain good working relationships at all levels (E)
- Ability to work in a proactive manner (E)
- Strong organisational skills; ability to plan and manage own workload, meeting deadlines (E)
- Analytical and problem-solving skills (E)
- Evidence of ability to work independently and as part of a team (E)
- Competent IT skills, including Microsoft 365 and web-based applications (E)
- Ability to work with a high level of attention to detail (E)
- Confident in assisting users through email, telephone and online chat (E)
- Knowledge of University departments and services (D)
- Awareness of using and configuring a range of mobile devices (D)
- Ability to explain technical solutions clearly and unambiguously to customers (D)

PERSONAL ATTRIBUTES

- Demonstrate the UEA Values & behaviours and work with colleagues to embed them within the team (E)
- Willingness to change and develop work practices (E)
- Proactive and self-motivated and willing to take ownership of tasks without close supervision (E)
- Confident, articulate and credible (E)
- Able to maintain confidentiality (E)
- Committed to supporting all our users to access our services (E)

SPECIAL CIRCUMSTANCES

- Ability to undertake the physical aspects of the role (reasonable adjustments will be considered in line with the Equality Act 2010) (E)
- Weekend working may be required (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.

THE ROTA

The postholder will be required to work shift patterns which will include working shifts between the hours of 07:45am – 19:30pm, Monday to Friday. The table below shows an indicative rota although actual working hours may be different from this depending on the business needs of the University.

FTSIAs	WK1	WK2	WK3	WK4	WK5	WK6	WK7	WK8
Monday	09:00-17:00	08:30-16:30	10:30-18:30	09:00-17:00	10:00-18:00	08:30-16:30	10:30-18:30	09:00-17:00
Tuesday	09:00-17:00	08:30-16:30	10:30-18:30	09:00-17:00	10:00-18:00	08:30-16:30	10:30-18:30	09:00-17:00
Wednesday	09:00-17:00	08:30-16:30	10:30-18:30	09:00-17:00	10:00-18:00	08:30-16:30	10:30-18:30	09:00-17:00
Thursday	09:00-17:00	08:30-16:30	10:30-18:30	09:00-17:00	10:00-18:00	08:30-16:30	10:30-18:30	09:00-17:00
Friday	09:00-17:00	08:30-16:30	10:30-18:30	09:00-17:00	10:00-18:00	08:30-16:30	10:30-18:30	09:00-17:00
Saturday	DO	DO	DO	DO	DO	DO	DO	DO
Sunday	DO	DO	DO	DO	DO	DO	DO	DO

The postholder will be expected to show some flexibility by time-shifting or swapping shifts to cover absence of other staff. The postholder would also be expected to show some flexibility by working additional shifts, for which they would be paid at the normal rate, to help meet business needs or to cover extended opening at certain times of year.

This is a predominantly front-facing role and so it is not expected the hours can be further adjusted on a regular basis to accommodate study or other commitments.

FURTHER INFORMATION

The post is available immediately on a full-time basis for a fixed term period until 1 December 2025.

This temporary post is available to cover for the secondment of the existing postholder. The appointment will be terminated (one week's notice) at the end of the week immediately preceding the return of the postholder from secondment.

Salary will be £24,344 to £25,733 per annum on Grade 4 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

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 **15 May 2025**.

It is anticipated that interviews will take place on **30 May 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 UEA LIBRARY

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. We also welcome visitors to share in using our resources and building.

Our library is open 24/7 for current students and staff to browse, study and borrow. As a service we strive to assist anyone who comes to us with a question, whether it is Library-related or not. 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 over 800,000 books, as well as computer labs, individual and group study rooms, and of course 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 550,00 ebooks and 97,500 online journals, enabling students to access a huge repository of knowledge at the touch of a button. Our Academic Librarians support users to access and navigate our resources and our website provides detailed support for students and researchers to learn how to make the most of our resources. Users are also encouraged to work with us to curate our collections, suggesting items we should stock to further diversity and enrich our collections for all users.

UEA Library 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

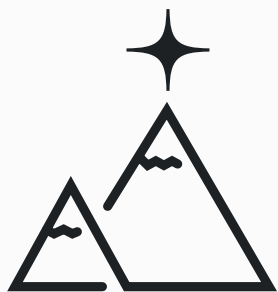
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

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](#).

