



LIVERPOOL  
HOPE  
UNIVERSITY

1844

## Recruitment Pack

# Acquisitions and Digital Content Officer

Job Reference: 4ALIB02

Closing date: Friday 14<sup>th</sup> March 2025 by 5.00 p.m.

[www.hope.ac.uk](http://www.hope.ac.uk)







**POST:** Acquisitions and Digital Content Officer

**STARTING DATE:** Available from May 2025

**SALARY RANGE:** £28,381 - £31,637 (Grade 5) per annum

**TYPE OF CONTRACT:** Permanent

**WORK PATTERN:** 35 hours per week (Monday to Friday – 09.00 a.m. – 5.00 p.m.)

**REPORTS TO:** Acquisitions and Digital Content Manager

---

## The Post

Liverpool Hope University is seeking to appoint an Acquisitions and Digital Content Officer to join our Library Services team. This role supports the Acquisitions and Digital Content Manager in the procurement of items for the library in all formats on and off campus, working closely with suppliers and the Finance Office to ensure payments and invoices are dealt with efficiently and coordinating usage data collection. You will also be responsible for staff supervision and supporting the Customer Services team with student facing activities.

The successful candidate will have good IT, financial and statistical skills with excellent attention to detail. In addition, we are looking for a good communicator who has a customer orientated attitude and strong organisational skills.

You will be joining a university which prides itself on its values-led approach and commitment to a high-quality student experience. Liverpool Hope University values and promotes diversity and inclusion and we welcome applications from candidates with diverse backgrounds.

This post is based at The Sheppard-Worlock Library at Hope Park, but you may be required to work at different sites. It is a permanent role, subject to the normal probationary period of 12 months.

The selection process will consist of a panel interview. Following shortlisting, interviews are expected to take place in early April 2025.

Please note this post will close once 30 applications have been received.

This post is permanent, subject to the 12-month probationary period.

## Job description/key duties of the post

<b>Job Title</b>	Acquisitions and Digital Content Officer	<b>Code</b>	
<b>Subject/Service Area</b>	Student Learning		
<b>Reports to</b>	Acquisitions and Digital Content Officer		
<b>Accountable To</b>	Director of Library Services		
<b>Purpose of Job</b>			
To maintain and develop services to support the learning, teaching, research, enterprise and partnership activities (in accordance with the University mission and key strategic goals) of the staff and students of, and visitors to, Liverpool Hope University in all of its locations.			
<b>Key Tasks / Responsibilities</b>			
Undertake a range of duties across the library service, including some or all of the following, under the direction of the appropriate Line Manager:			
<div><div>➤</div>Supervision and co-ordination of Library Assistants in the Collections Office</div> <div><div>➤</div>Material Acquisitions/Collections related duties - participation in an integrated service approach to the purchase of all learning materials</div> <div><div>➤</div>Senior Library Assistant Team responsibilities</div> <div><div>➤</div>Generic Library Assistant duties</div> <div><div>➤</div>Additional responsibilities</div>			
<b>Work Performed (relating to key tasks)</b>			
<b>Supervision:</b>			
<div><div>•</div>Supervise the activities and workloads of the Library Assistants in the Collections Office e.g. book ordering, journal processing, invoicing, project work etc providing clear guidance, training and first line support for all of their tasks and associated issues arising.</div> <div><div>•</div>Documentation of work procedures and practices to support the training needs of current and new staff e.g. learn new systems and write training guides</div>			
<b>Material Acquisitions/Collections related duties</b>			
<div><div>•</div>Support the Acquisitions and Digital Content Officer in the provision of access to all online material, on and off campus. Create purchase orders for all databases and licences that are to be invoiced and maintain associated spreadsheets and files.</div> <div><div>•</div>Day-to-day management of the Network of Hope Library budget to ensure it remains within agreed limits including decisions on price increases within agreed thresholds and liaise with the College Librarian and Finance department. Report any issues and financial year-end figures to the Director of Student Learning.</div> <div><div>•</div>Respond to queries and problems from internal and external contacts e.g. Network of Hope staff, Subject Librarians, Finance and suppliers.</div>			

- Provide regular and accurate financial reports on budget balances and communicate updates of changes and implications of order/price discrepancies and facilitate repurchase or cancellations.
- EDI verification of all orders placed on the Library Management System and follow up with suppliers on transmission errors.
- Contribute towards the production and updating of documents e.g. usage statistics collection and journal renewal lists, subscription renewal data collection, to be distributed to Heads of Schools/Departments.
- Take a proactive approach to checking e-book turn away statistics and report to the Acquisitions and Digital Content Officer and appropriate Academic Services Librarian
- Contribute to statistical collection for external SCONUL return via the interrogation of multiple supplier systems to extract usage statistics using knowledge of Counter Reports.
- Provide accurate statistical and financial information to the Director of Student Learning and Head of Library Services, the Acquisitions and Digital Content Manager, Academic Services Librarians, academic colleagues, Finance Office and designated areas of the University. Interpret the data and advise on expenditure anomalies and patterns.
- Update records on the Library Management System e.g. amend catalogue records, update holdings, open and close purchase order lines.
- Lead on and undertake all aspects of non-standard acquisitions, using the University credit card and in liaison with Library Administrator as appropriate
- Engage and liaise with suppliers when handling notifications e.g. price increases, e-book activations/updates and invoice queries, and ensure correct discounts are applied to invoices and are balanced in the Library Management system.
- In liaison with the Acquisitions and Collection Librarian, take responsibility for the monitoring and administration of proforma accounts and invoices ensuring they do not go out of tolerance.
- Work closely with suppliers and the Finance Office to ensure payments and invoices are dealt with efficiently and in accordance with the University Financial Regulations. Use of University financial system Agresso, to monitor spend and ensure invoices have been passed for payment correctly. Request new supplier set up in Agresso and provide relevant information to facilitate this.
- Raise journal transfers from internal budgets and track progress to ensure completion.
- In liaison with the Acquisitions and Digital Content Officer, take responsibility for completing end-of-year housekeeping tasks to ensure all orders are received, invoiced and completed to enable the Acquisitions and Digital Content Officer to complete the financial year end.
- Keep up-to-date with relevant developments and enhancements with supplier systems and apply these to current practice where required.

#### **Senior Library Assistant Team:**

- Support the Head of Library Services and the Customer Services Co-ordinator to deliver customer care standards at service points.
- Promotional activities to students and staff e.g. provide student tours during induction periods and Open Days.

- Assist with specific projects as required by the Director of Student Learning and Head of Library Services.
- As a team communicate and plan to support each other.
- Negotiate timetable requirements with the Customer Services Co-ordinator and/or Senior Library Assistant.

**Generic Library Assistant duties as required including:**

- Help Point late night and Sunday shifts.
- Deal with first line support and directional queries.
- Issue, discharge and renewal of materials as needed.
- Referral to relevant library staff.
- Financial transactions at the Help Point.
- Emptying of book return boxes.
- Processing

**Additional responsibilities**

- Undertake continued professional development and learn from best practice in order to improve performance and contribute to the development of a quality service
- Attend appropriate team meetings and feedback as required.
- Membership or co-option onto Library Project Teams to achieve identified project tasks and outcomes. Some groups may be task and finish groups

**Materials, resources & equipment to be used**

General IT hardware and software e.g. PCs, MS Office etc.  
 Relevant Library and University systems as required e.g. Library Management System, Finance systems, Personnel system, website editing system, telephone system etc.  
 Online platforms and software, Zoom etc.  
 Equipment such as self-service machines, printer/copiers etc  
 PA system  
 Card payment machine  
 Turnstiles and 3M security equipment

**Qualifications / Experience Required**

Educated to degree level or equivalent and/or relevant experience  
 Previous experience as a Library Assistant and Senior Library Assistant

**Regular contacts (internal / external)**

All Liverpool Hope staff, students and potential students, partners and visitors  
 IT Services Helpdesk  
 Finance  
 Suppliers  
 Network of Hope library staff

**Staff Reporting to Post holder**

Library Assistants, Assistant, Student workers, Volunteers, Interns

## Person Specification

### Methods of assessment

Application form **(A)**

Interview **(I)**

Presentation **(P)**

	Essential(E)/Desirable(D)	Method of assessment
<b>Educational Requirements</b>		
Educated to degree level (or equivalent) and/or relevant experience	E	A
<b>Experience</b>	Essential(E)/Desirable(D)	Method of assessment
Familiarity with online databases and data collection	E	A/I/
Experienced as a Library Assistant/Senior Library Assistant	D	A/I
Demonstrable track record of financial record keeping	D	A/I
<b>Skills and Knowledge</b>	Essential(E)/Desirable(D)	Method of assessment
IT Knowledge including MS Office	E	A/I
Supervisory experience	E	A/I
Communication skills including interpreting written and oral enquiries	E	A/I
Planning and organisational skills	E	A/I
Statistical and financial skills including cash handling	E	A/I
Prioritising and time management skills, ability to work under pressure	E	A/I
Working as an individual and as part of a team	E	A/I
Ability to work accurately and on your own initiative	E	A/I
Approachable/friendly/helpful/patient while maintaining efficiency and effectiveness	E	A/I



Assertiveness/negotiating skills with tact/confidentiality	E	A/I
Confident to contact suppliers with routine, complex and difficult queries	D	A/I
Demonstrable track record of effective referral	D	A/I
<b>Any other requirements</b>	<b>Essential(E)/Desirable(D)</b>	<b>Method of assessment</b>
Adaptable and flexible, with the ability to respond positively to changing circumstances.	E	A/I
Understanding of compliance issues e.g. GDPR, copyright, financial and health and safety regulations	E	A/I

### Name of contact for queries

Lorraine Beard  
Head of Library Services  
[beardl@hope.ac.uk](mailto:beardl@hope.ac.uk)

---

## Conditions of service:

This post is based at Hope Park campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent, subject to the normal probationary period of 12 months.

Salary scale for this post is £28,381 - £31,637 (grade 5) per annum. New appointments will normally be made on the first incremental point of the advertised grade within the salary scale. In certain circumstances, it may be appropriate to offer a candidate a higher incremental point of the advertised grade. A higher salary will not be offered purely on the fact that it has been requested. Any starting salary above the first incremental point of the advertised grade must be justified and **supported by evidence**. Salary is payable monthly in arrears by bank giro credit on and around the 20<sup>th</sup> of each month.

The annual leave runs from 1st September to 31st August. Holiday entitlement is 28 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

---

## Further Information

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

### Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;
- to be a national provider of a wide range of high-quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;
- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony;
- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

### Liverpool Hope's Values

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

### Equality and Diversity

Consistent with its Mission, Liverpool Hope strives to be a university where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

## **Health and Safety**

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties

## **Sustainability**

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

---

## **Benefits of working at Liverpool Hope University**

Liverpool Hope offers its employees a full range of benefits:

### **Pay and Pensions**

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

### **Home and Family**

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

### **Training and Development**

- Induction training for all new staff
- Opportunities to participate in overseas exchange with Erasmus Staff Mobility
- Staff development opportunities

### **Health and Well-Being**

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.



## **Library services**

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

## **Car Parking**

All users of university car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us, you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

---

## **How to apply**

You can download the application form by the links below, or request a hard copy by emailing [jobs@hope.ac.uk](mailto:jobs@hope.ac.uk). You must return a Personal Details form (pages 1-3 or 1-4, depending on the version) and a Work History form (pages 4-8 or 5-8, depending on the version) for your application to be accepted.

[How to apply](#)

## **Useful Links**

[Life at Hope](#)

[People Services](#)

[Job Opportunities](#)

[New International Staff](#)





LIVERPOOL  
HOPE  
UNIVERSITY

1844

