



LIVERPOOL  
HOPE  
UNIVERSITY

1844

## Recruitment Pack

# Library Digital Services Coordinator

Job Reference: 3ALIB01

Closing date: Friday 10<sup>th</sup> January 2025 by 5.00 p.m.

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







**POST:** Library Digital Services Coordinator

**STARTING DATE:** ASAP

**SALARY RANGE:** £32,296 - £36,924 (pro rata to hours worked) (Grade 6) per annum

**TYPE OF CONTRACT:** Permanent

**WORK PATTERN:** 17.5 hours per week – working pattern to be discussed

**REPORTS TO:** Head of Library Services

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## The Post

Liverpool Hope University is seeking to appoint a 0.5 FTE Digital Services Co-ordinator to join our Library Services team. Reporting to the Head of Library Services, this is an exciting new role responsible for the management and ongoing development of our digital library services in support of the Teaching, Learning and Research activities of Liverpool Hope University. It will include oversight and development of the Library Systems portfolio including the Library Management System, Digital Collections software, repository, discovery and reading list systems. It will also develop the library's data capability and co-ordinate training and support of digital services. The successful candidate will have well developed digital skills, excellent communication and analytical skills, with proven experience of managing systems and data.

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 include a presentation followed by an interview. **Following shortlisting, interviews are expected to take place in January 2025.**

## Job description/key duties of the post

Job Title	Library Digital Services Co-ordinator (0.5 FTE)	Code	
Subject/Service Area	Student Learning		
Reports to	Head of Library Services		
Accountable To	Director of Student Learning		
Purpose of Job			
The Digital Services Coordinator is responsible for the management and ongoing development of our digital library services in support of the Teaching, Learning and Research activities of Liverpool Hope University.			
Key Tasks / Responsibilities			
<ul style="list-style-type: none"><li>• Day to day oversight of the Library Systems portfolio including co-ordinating, maintaining, development and enhancement. This would include the Library Management System, Digital Collections software, repository, discovery and reading list systems</li><li>• Oversee the collection and analysis of Library data</li><li>• Co-ordinate training and support in use of Library's systems and digital services</li><li>• Supporting Library services development using optimal use of technology and innovative approaches</li><li>• Contribute to Library wide service provision and groups as required</li><li>• Keeping up to date with relevant professional development and training</li></ul>			
Work Performed (relating to key tasks)			
<b>Day to day oversight of the Library Systems portfolio including co-ordinating, maintaining, development and enhancement. This would include the Library Management System, Digital Collections software, repository, discovery and reading list systems</b> <ul style="list-style-type: none"><li>• Oversee the Library Management System (LMS) and other library specific software applications ensuring optimal system performance, data integrity and user satisfaction</li><li>• Co-ordinate with IT Services staff and system suppliers to provide seamless integration and functionality of library systems to provide an excellent experience for staff and students</li><li>• Investigate and resolve technical issues and troubleshoot system problems including if a system goes down</li><li>• Monitor and interpret system technical roadmaps to identify and implement new features and functionality</li><li>• Undertake regular essential system software updates and future upgrades for library systems to ensure fit for purpose</li><li>• Oversee the production and maintaining of system documentation and user guides to ensure up to date and accessible.</li></ul>			

- Oversee all stages of the implementation and integration of new library technologies and systems from researching and planning, liaising with suppliers and IT Services, mapping key tasks, testing and training
- Keep up to date with sector developments and best practice to be able to make recommendations for future service development
- Represent the University on relevant external groups e.g. Academic Libraries North

#### **Co-ordination of the collection and analysis of Library data**

- Create bespoke reports using system analytics tools to collate data as required by Director of Student Learning/Head of Library Services
- Support colleagues to be able to obtain data and statistics from library systems
- Analyse usage data and user feedback to evaluate and present findings and make recommendations to Head of Library Services to improve and enhance digital services.
- Contribute to the production of relevant management information reports to inform decision making and benchmarking and for external returns (e.g. SCONUL)

#### **Co-ordinate training and support in use of Library's systems and digital services**

- Train staff across the library team on effectively utilizing library systems and digital resources.
- Provide technical support to resolve problems reported by patrons who encounter issues with accessing or using digital services.
- Develop user and staff guides and tutorials for library systems and digital tools.

#### **Supporting Library services development using optimal use of technology and innovative approaches**

- Stay abreast of emerging technologies relevant to libraries and digital services.
- Research and recommend new digital tools and resources to enhance the library's digital offerings.
- Collaborate with library staff to develop and implement strategies for continuous improvement of library systems and digital services.

#### **Contribute to Library wide service provision and groups as required**

- Provide staff development sessions as required
- Support the Librarians' team at pressured times as directed by the Head of Library Services

#### **Keeping up to date with relevant professional development and training**

- Keeping abreast of relevant current professional developments via professional bodies/literature and networking
- Maintaining an awareness of own training and development needs and liaise with line manager / performance reviewer to identify appropriate and relevant events in accordance with LLS staff development strategy
- Being involved in department wide training where appropriate

To undertake such other duties as prescribed by the Head of Library Services that are reasonable in relation to the effective operation and management of the service
<b>Materials, resources &amp; equipment to be used</b>
Laptop and/or PC Telephone Mobile device Software as required
<b>Regular contacts (internal/external)</b>
<ul style="list-style-type: none"> <li>• Liverpool Hope staff, students, researchers, visitors and external users.</li> <li>• Liaison Library Representatives and School administrators for relevant School</li> <li>• Reprographics/Graphic Design</li> <li>• Student Administration</li> <li>• I.T. Services Helpdesk</li> <li>• Security</li> <li>• Estates</li> </ul>
<b>Staff Reporting to Post holder</b>
None

## 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 a professional qualification in librarianship or relevant experience	E	A
<b>Experience</b>	Essential(E)/Desirable(D)	Method of assessment
Proven experience in managing and troubleshooting systems and technologies	E	A/I/P
Experience of working in a Library role preferably in a Higher Education setting	D	A/I
Experience of planning and leading projects	D	A/I
<b>Skills and Knowledge</b>	Essential(E)/Desirable(D)	Method of assessment
Understanding of UK higher education and the challenges it faces	E	A/I/P
High level of expertise and knowledge of IT systems across a range of technologies	E	A/I/P
Knowledge of digital preservation practices and metadata standards	D	A
Ability to build effective relationships within the University especially with IT Services staff	E	A/I
Excellent analytical and problem-solving skills.	E	A/I
Highly effective verbal and written communication skills dealing with a wide range of audiences	E	A/I/P
Effective organisational skills especially planning and prioritising own work	E	A/I
Ability to prioritise tasks, manage multiple projects, and meet deadlines	E	A/I
Ability to design, deliver and evaluate support materials	E	A



Programming or scripting skills (e.g., Python, SQL).	D	A
Able to produce and interpret statistical and financial information	D	A/I
Willingness to undertake training and development as required	E	A/I
<b>Any other requirements</b>	<b>Essential(E)/Desirable(D)</b>	<b>Method of assessment</b>
Willingness to work flexibly including working in multiple locations	E	A/I
Willingness to undertake appropriate training as and when required	E	A
Commitment to providing a high-quality student experience as underpinned by the values of the University	E	A/I

### **Name of contact for queries**

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

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## 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 £32,296 - £36,924 (pro rata to hours worked) (grade 6) 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.

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## 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.

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## 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.

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## 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

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

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

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

[www.hope.ac.uk/gateway/staff/staffdevelopment/newinternationalstaff](http://www.hope.ac.uk/gateway/staff/staffdevelopment/newinternationalstaff)





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