Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Open Research Library Assistant (CIVICA) (0.5 FTE) **Fixed Term to 31 July 2026**	
Department/Division: Digital Scholarship & Innovation/Library Services **Accountable to: Open Research Librarian**	

Competency	Criteria	E/D
1. Knowledge and Experience	Educated to at least 'A' level (or equivalent) standard OR substantial experience in research, higher education, an academic library or other information service.	E
	Experience of working in a library or similar customer service environment.	D
	Good level of general IT skills, including experience of spreadsheet and using databases.	E
	Knowledge of open research including open access, open data and reproducibility	D
	Experience of working in higher education	D
2. Communication	Ability to convey complex information in a clear and accurate manner, using terms appropriate to the audience.	E
	Excellent interpersonal skills, and the ability to communicate effectively with colleagues and researchers at all levels of seniority and across cultures.	E
	Ability to persuade others and build communities	D
3. Teamwork and Motivation	Demonstrated ability to work effectively as part of a team and with other teams.	E
4. Service Delivery	Experience of handling enquiries and delivering a user-centred service.	E

	Experience of developing new services, delivering training and writing concise guidance for users.	D
5. Initiative and Problem Solving	Demonstrated ability to exercise initiative within own area of work and an awareness of when to involve colleagues.	E
	Demonstrated ability to apply problem-solving skills, investigating the causes of complex problems and selecting a course of action from available options.	E
6. Planning and Organisation	The ability to organise and prioritise own workload.	E
	The ability to work flexibly and adjust plans according to the changing needs of the team.	E

E – Essential: requirements without which the job could not be done.
D – Desirable: requirements that would enable the candidate to perform the job well.