## JOB DESCRIPTION

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Library Graduate Intern</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department / Unit:</strong></td>
<td>Library, Learning Support and Culture division (Student &amp; Academic Services directorate)</td>
</tr>
<tr>
<td><strong>Job type</strong></td>
<td>Full-time – fixed term – Professional Services</td>
</tr>
<tr>
<td><strong>Grade:</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>Accountable to:</strong></td>
<td>Administration Manager, Library Services</td>
</tr>
<tr>
<td><strong>Accountable for:</strong></td>
<td>n/a</td>
</tr>
</tbody>
</table>

### Purpose of the Post

The Library, Learning Support, and Culture Division is responsible for providing a range of core services to Royal Holloway’s learners, academic staff and researchers. These services include the provision of advice and support, together with access to digital and physical content. Teams shaping the cultural and learning support strategy of the University, and the division’s Administration function are collocated within the Division’s portfolio and play a prominent role in the delivery of the University’s ambitions.

The primary purpose of the role is to directly support library projects and initiatives which deliver on both Library and College Strategy. The post holder will be expected to work across the department, including with project teams and working groups to achieve the successful outcome of projects. The intern will especially bring the recent student perspective to the planning, piloting and delivery of projects.

Examples of projects planned include: improving the diversity and inclusivity of our collections and services, revision of key service policies, preparation of cultural and student employability initiatives, developing our workforce and digital infrastructure, and improving communication about our services with users.

Additionally, the post will provide an opportunity to learn about the core operations of the Service, with some occasional back-up support for business-as-usual activities required. A comprehensive training schedule will be available and relevant support will be provided for the duration of the role.

### Key Tasks

1. Supporting designated projects which deliver on the Library Strategy, including through servicing project/working group meetings, maintaining project documentation, and acting as a key point of contact across projects.

2. Supporting the department’s internal communications channels to keep colleagues up to date with deliverables of project work, and encourage staff participation in projects.

3. Undertaking desktop research and generating reports on behalf of project teams/working groups.
4. Supporting process and workflow analysis to drive simplification and efficiencies.

5. Supporting the organisation of events and activities which obtain feedback on the user experience of services.


Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted. The university has adopted hybrid working for some roles therefore some remote working will be possible for this role.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to work with:
- Colleagues across Library Services
- Professional Services colleagues, including others within Student & Academic Services
- Students
- Academics
- External networks and contacts, eg suppliers and other university libraries