



UNIVERSITY OF LONDON

Further Particulars

Developer and Technical Support Specialist – Research Technologies

Reference Number **111/15**

The University of London

1. The University is a federation of separately incorporated, self-governing, directly-funded Colleges together with a range of central academic activities.
2. You will be employed within the central University – a separate legal body and employer from the colleges of the University, each of which is an employer in their own right.
3. The central University comprises the central academic activities, including the School of Advanced Study, a number of student and administrative services, and the central offices. Further information is available from our website at <http://www.london.ac.uk/structure.html>.

The Post, Duties and Person Specification

4. A detailed description of the duties and responsibilities of the post is provided by the enclosed job specification, which includes a person specification detailing the key skills and personal qualities required of the postholder.

Terms and Conditions of Service

5. The appointment will be made at an appropriate point on the **Level 06** scale for Clerical, Technical and Support staff, at **£28,954 - £35,922 per annum**. Please note that this figure is inclusive of the University's recently consolidated London Weighting. More information about the staged increases and consolidation of London Weighting can be found here: <http://www.london.ac.uk/5688.html>
Our salary scales can be found here: <http://www.london.ac.uk/2586.html>
6. The post is full-time and the normal hours of work are 35 per week.
7. The appropriate occupational pension scheme is the Superannuation Arrangements of the University of London. **If you are eligible to join the SAUL Scheme you will automatically be included into Salary Sacrifice for University Pensions.** More details on the provision are on the last page of our Terms and Conditions document (see link at paragraph 13).
8. The annual leave entitlement is five working weeks (25 working days) in addition to Public Holidays and such days as the central University offices are closed for certain discretionary days at Christmas and Easter.
9. The appointment will be subject to the terms and conditions of service to Clerical, Technical and Support staff and other regulations relating to employment laid down in the Financial Regulations and elsewhere; these conditions and regulations may be amended from time to time. Further details of the prevailing terms and conditions of service are given in the 'General Information for Applicants' included in this document and the Terms and Conditions of service are also available in full from our website at <http://www.london.ac.uk/4302.html>.

Method of Application

10. Please make your application online via the University of London vacancies page: <http://www.london.ac.uk/jobs> before the closing date at **midnight**, on **Sunday, 31 August 2015**.
11. Please ensure you follow the guidance below when submitting your CV and covering letter:
In your covering letter, **you should address the person specification** to illustrate how you meet the criteria for the post.
Please ensure that you **provide details only of those referees with whom you have no objection to our making immediate contact**.

August 2015

University of London Job Specification

Job Title:	Developer and Technical Support Specialist – Research Technologies
Department:	University of London Computer Centre
Section:	Digital Archives and Research Technologies
Level:	Level 06

Job Purpose:	To support and develop ULCC's Research technologies service, providing technical assistance to a range of services supporting research across a number of UK institutions.
Job Content:	
<ol style="list-style-type: none"> 1. To contribute to the maintenance of ULCC's research technologies service, liaising with customers and with internal and external service providers as necessary. 2. To contribute to projects developing the existing service infrastructure; including data and publication repositories, digital archives, e-journals, scholarly blog platforms. 3. Liaise effectively with existing and potential customers in order to understand service related issues and development needs. 4. Work to deliver the customer commitments detailed in the Research technologies service level agreement. 5. To assist in the sales and marketing process for Academic & Research Technologies, and participate in outreach and dissemination activities. 6. To maintain an awareness of emerging trends and priorities around supportive technologies for research in HE and the Cultural Heritage sector. 7. To agree work schedules with the team and project management, to report progress on activities, and maintain records of time spent on activities customer interactions 8. Any other duties consistent with both the grade and scope of the post. 9. Any other duties reasonably required of the post-holder by the Head of Digital Archives & Research Technologies following consultation. 	
Reports to:	Head of Digital Archives & Research Technologies

Person Specification

EXPERIENCE & PERSONAL QUALITIES

Essential:

- Experience of web and database application development

Desirable:

- Experience of providing technical support
- Experience working in HE or related environment
- Professional, enthusiastic and flexible in their approach to work.
- Collaborates well with colleagues and customers to form lasting solutions
- Creative, with a good eye for detail

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Excellent problem solving abilities.
- Comfortable learning new programming languages and technologies.
- Good organisational and time management skills
- Good verbal and written communication

Desirable:

- Awareness and understanding of issues and trends in the HE or cultural heritage sector
- Knowledge of developing in LAMP environment
- Knowledge of developing with HTML5, CSS3, Javascript, etc.
- Knowledge of using open-source code repositories, github, sourceforge etc.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- Qualified to degree level in Information Technology/Library/Archives or related subject or with equivalent vocational experience.

Competency Requirements	Essential	Desirable
Adapting to change	B	
Commercial awareness	A	B
Creativity and innovation	B	C
Customer focus	A	B
Interpersonal understanding	B	C
Leadership	A	B
Managing resources	A	B
Organisational commitment	A	B
Proactivity and planning	A	B
Problem solving and decision making	B	
Performance Management	A	
Resilience	A	B
Staff development and commitment to learning	C	
Striving for excellence	A	B
Working collaboratively with others	B	
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model http://www.london.ac.uk/5258</p>		

General Information

Annual Leave: Annual leave is generous. The basic leave entitlement is 30 days for Academic or Administrative, Management and Professional, and 25 days for Clerical, Technical and Support staff. This is in addition to public and bank holidays. There are also several University days around Easter and Christmas (when the central University is closed) on which staff do not work. This always includes the time between Christmas and the New Year.

Salary Scales: The University's salary scales can be found here: <http://www.london.ac.uk/2586.html>

Hours: Normal full time hours of work are 35 hours per week, Monday - Friday with a one hour unpaid lunch break.

Equal Opportunities: We operate a robust policy, full details of which are available from <http://www.london.ac.uk/4127.html> or otherwise on request. A summary is given under 'Notes and Instructions for Your Application'.

Superannuation: The University operates occupational salary pension schemes – the Universities Superannuation Scheme (USS), applicable to staff in academic and related grades, and the Superannuation Arrangements of the University of London (SAUL) for other staff.

Enhanced Maternity and Adoption Pay: Qualifying employees are entitled to enhanced maternity/adoption pay: 8 weeks full pay, 16 weeks half pay, 15 weeks Statutory Maternity/Adoption Pay. <http://www.london.ac.uk/4318.html>

Sick Pay: Staff are entitled to occupational sick pay in accordance with length of service.

Training, Staff Development, and Wider Educational Opportunities: Gaining educational and professional qualifications is a vital part of training and development. Staff undergo regular appraisals, an annual development review and are offered appropriate advice and encouragement in their pursuit of relevant qualifications. You can find out more here: <http://www.london.ac.uk/staffdevelopment.html>

Employee Benefits and Facilities

Travel Loans: Interest-free pay advances are available for permanent or long-term staff to purchase annual season tickets.

University of London Staff Benefits: Staff are eligible to take advantage of the staff benefits packages which includes discounts on shopping, tax free cycle schemes, salary sacrifice plans for mobile phones, computers and tablets, and a confidential employee assistance helpline available to staff and their families 24/7.

Eye Examinations: Staff using display screen equipment are entitled to regular eye examinations paid for by the University.

Courtauld Gallery: Staff are entitled to free entry to the Courtauld Gallery. The Courtauld houses one of the World's finest collections of art, including famous Impressionist and Post-Impressionist masterpieces, and an acclaimed programme of temporary exhibitions

Senate House Library: Staff may apply for membership of the Senate House Library. The Library constitutes one of the largest humanities and social science-focused libraries in the UK and it includes many collections of national and international importance.

The **Staff Association** promotes sporting and social activities and aims to represent the general interests of staff so far as their working activities are concerned. Membership is free and automatic unless specifically declined.

Student Central: Staff members are entitled to discounted associate membership.

DATA PROTECTION STATEMENT

Applicants are advised that all or any information contained in or derived from their application may be retained in both manual and computerised format for the purposes of recruitment administration, the production of statistical data related to recruitment or equality issues and, on appointment, personnel, payroll and pensions administration. In the case of unsuccessful applicants, manual information may be retained for a minimum of three months and a maximum of two years. Computerised data will be held for longer periods as necessary to provide for management reports in respect of equality matters.

On appointment, subject to the receipt of satisfactory references, the University may use any educational or employment details contained in or derived from your application to approach persons or organisations for any reference which may be required under the terms of our internal or insurance policies.

ACCURACY OF INFORMATION

The information that applicants provide to the University, both on any application documents and at interview, must be accurate and complete. If the University subsequently discovers that any information provided is inaccurate or incorrect then the University may withdraw an offer of appointment or, if the discovery is made subsequent to appointment, take disciplinary action up to and including dismissal.

NOTES ON YOUR APPLICATION

NOTE 1: PERSONAL AND CONTACT DETAILS

We may need to contact you in writing, by email or by phone. For your application to be successful, it is essential that we are able to make contact with you without undue difficulty at any stage of the application process. In particular, interviews may be arranged at relatively short notice and it is important that we can contact you quickly in order to maximise the possibility that you can attend.

NOTE 2: NATIONALITY AND WORK STATUS DETAIL

The University requires information of your right to reside and work in the UK to ensure that your application is suitable for consideration. There are restrictions on the type of work, hours per week and total duration of work which may be undertaken by individuals working in the UK under certain types of visa.

Immigration Status and Work Restrictions

There are no restrictions on the employment of British and / or European Economic Area nationals*** in the UK.

From 1 January 2007, the European Economic Area (EEA) comprises of: Austria, Belgium, Bulgaria***, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland*, Republic of Ireland, Italy, Latvia, Liechtenstein*, Lithuania, Luxembourg, Malta, The Netherlands, Norway*, Poland, Portugal, Romania***, Slovakia, Slovenia, Spain, Sweden, Switzerland** and the United Kingdom.

* These countries are in the EEA, but are not members of the European Union.

** An international treaty means that from 1 June 2002 Swiss nationals have a similar right to live in the UK as EEA nationals.

*** From 1 January 2007, Bulgaria and Romania joined the EEA. The UK is limiting access for low-skilled workers from these countries to its labour market, restricting them to existing quota based schemes which will fill vacancies in the agricultural and food processing sectors. Skilled workers will continue to be able to work in the UK if they get a work permit, qualify under the Highly Skilled Migrant Programme, are a student, or self employed.

If you are not a British/EEA national, there may be a restriction on your ability apply for / the University's ability to accept or to consider your application. For this reason, we ask that you detail whether you are / are not a British/EEA national and, if not, for details of any restrictions on your right to reside and work in the UK.

Those individuals who are not British/EEA nationals but nevertheless have permanent residency or indefinite leave to remain: your application will have the same status as that of a British/EEA national.

If you have the right to reside and work in the UK currently, but your leave to remain is not permanent or indefinite, or if there are restrictions on the work that you may undertake, please provide details in the space provided.

The details you supply should encompass the nature of your visa and its duration, e.g. indicate *Student to 30/06/11* or *Tier 1 General to 15/12/13*. The University may need to question you further about the restrictions on your stay and may defer or set aside your application in circumstances where it must consider applications from those applicants without restrictions on their stay.

Please note that you are required to give accurate information as to any existing restrictions on your right to reside and work in the UK, including but not limited to the expiry date of your right to reside and work in the UK, even if you expect these to be removed and/or amended. If you state that there are no restrictions and the University subsequently establishes that your rights to work are in fact restricted (e.g. there is an expiry date on your current visa), **the University may withdraw the employment offer with immediate effect or, if the discovery is made subsequent to employment the University may take disciplinary action against you up to an including dismissal**, on the grounds that:-

- ◆ You have breached our trust and confidence; and/or
- ◆ You have breached our equality provisions (in attempting to gain a false advantage over an equivalent candidate); and/or
- ◆ You have entered into a contract with us under false pretences; and/or
- ◆ Your contract of employment is illegal.

If you are not a British/EEA National and do not have an existing right to reside and work in the UK on either a permanent or limited basis, you should be aware that **it is a requirement that we first consider applicants with a current right to reside and work in the UK**. Consideration of your application may therefore be set aside until these candidates have been considered. In cases where there is no likelihood of success in our applying for a Work Permit on your behalf, your application will be set aside.

NOTE 3: REFERENCE DETAILS

The Reference Requirements

The University requires references for policy and insurance purposes. This will be either prior to interview or prior to the successful candidates' start date. Please email Ulrecruit@london.ac.uk for further details.

Whilst every effort will be made to obtain references prior to the start date, employment may start before some or all of the references are received. If so it is agreed that the central University may terminate employment either with or without notice depending upon the particular circumstances if any reference falls short of its requirements. The central University's decision is final as to whether references meet the required standard.

Please note that for finance or IT roles references must be obtained before the employee start date.

It is not a requirement that you name your current employer as a referee, though you may wish to name a suitable colleague/previous line manager for your current employment as an alternative. Please note that referees from personal / family friends are not acceptable and referees must be connected to your education providers or employers.

Take Up of References

Referees are most often contacted prior to the start date by email. Our requirement is often urgent and for this reason we ask that you provide accurate contact details, including email addresses, for your referees.

If an offer of employment is made conditional upon receipt of the required references prior to your commencing work but, on the day before you are due to commence work, we do not have the required references, the employment may not be allowed to commence at that time. Your co-operation in ensuring that we can make swift and successful contact with your referees is therefore recommended.

NOTE 4: EQUAL OPPORTUNITIES MONITORING

The University aims to ensure that there is no unfair discrimination in the way we recruit. To help us monitor our recruitment process we need to gather information about the age, disability, gender and ethnic origin of our applicants. Participation in ethnic and disability monitoring is not compulsory however and will have no bearing on the consideration of your application.

Gender Monitoring

Please indicate your gender on the relevant section of the online application form. Pre and post-operative transsexuals are not required to select their gender at birth for this purpose and may if preferred select their gender following reassignment.

Ethnic Monitoring

Under the Race Relations (Amendment) Act 2000, the University has a general duty to promote race equality and good race relations, aim to eliminate unlawful racial discrimination, and promote equal opportunities and good relations between people of different racial groups.

As part of that duty we are required to monitor, by racial group, all employees and applicants for jobs. Please be assured that this information is acknowledged to be potentially sensitive and is regarded as personal and confidential. While the University shall analyse and, according to its statutory duty, regularly publish data on the ethnicity of its applicants and employees, this shall be done in such a way as not to identify the individual. Nevertheless, if you do not wish to participate in monitoring, please choose *Prefer Not to Say* from the drop down.

Please see the University's Equal Opportunities Policy: <http://www.london.ac.uk/4127.html>

Disability Monitoring

The University collects data on the disability status of applicants and employees to monitor its performance against statutory and policy standards regarding unfair discrimination against disabled individuals and to ensure that all reasonable adjustments are made at interview.

The HR Department take a proactive role in ensuring that no disabled candidate is unreasonably rejected at shortlisting stage: information regarding a candidate's disability status is not released to the shortlisting panel prior to completion of shortlisting.

The interview panel are advised of a candidate's disability in good time prior to interview. The HR Department will advise the interview panel as to any reasonable adjustments required at interview and the interview panel may question the disabled candidate to assess their ability to undertake the role and what adjustments may be necessary.

To assist us in this process, you are asked to indicate whether you have or do not have a disability. If you are disabled, you are asked to complete the question to describe your disability.

Reasonable Adjustments

If you have any special requirements with regards to the application process, please contact us on ulrecruit@london.ac.uk.