

Job Description

Job Title:	Academic Library Services Manager
Faculty/Professional Directorate:	University Library
Subject Group/Team:	University Library – Academic Library Services Team
Reporting to:	Executive Director Scholarly Services and University Librarian
Duration:	Continuing
Job Family:	Library
Pay Band:	8
Benchmark Profile:	Manager (Library) Band 8
DBS Disclosure requirement:	N/A
Vacancy Reference:	

Details Specific to the Post

Background and Context

The University Library is responsible for the development, delivery and coordination of all Library and associated scholarly services for the University. The vision for the University Library is for students and staff of the University to get access to and be able to use the knowledge they need to inform and support their teaching, learning, research and knowledge exchange. This is achieved through the provision of value-adding services that support the acquisition, discovery and location, use and re-use, sharing, curation, preservation, application, and evaluation of that knowledge.

To enable this vision the University Library is structured into three teams, each constituting a pillar of core Library activity: Customer Experience & Insight, Collections Development, and Academic Library Services. The latter has a focus on the development and management of the Library's services in support of the academic mission of the University, encompassing learning, teaching, research and knowledge exchange. The post of Academic Library Services Manager will take primary responsibility for this area, and lead the team to achieve its goals.

The Academic Library Services Manager has direct staffing responsibility for the team of Academic & Library Specialists plus PASS Coordinator and Research Support Officer, based at the Brynmor Jones Library. In addition, the Academic Library Services Manager will proactively liaise and work in partnership with colleagues within the Library and colleagues across the University and partner organisations as required to support the effective operational delivery of the academic library service portfolio.

Specific Duties and Responsibilities of the post

The Academic Library Services Manager is responsible for ensuring that the Library effectively supports the learning, teaching, research and knowledge exchange activity of the various customer groups the Library serves. Such support is primarily delivered through a service portfolio covering

academic study skills, information literacy, research, digital curation, and systems support, although it is anticipated that this portfolio would evolve as customer needs evolve. The post-holder will develop and communicate a strategic view of sector developments in the service areas covered and the wider information industry to inform policy and practice in response to evolving changes. The Library recognises the need to provide focused service provision in the areas the team covers, whilst also combining and coordinating across them and in liaison with colleagues across the University to best effect overall: the post-holder will be expected to take account of this approach in developing strategic direction and plans, working closely with colleagues responsible for the operational management of different parts. In particular, the post-holder will provide operational direction for the Academic & Library Specialists and liaise with the Executive Director Scholarly Services and University Librarian on strategic direction. The post-holder will also be expected to contribute to the overall management and leadership of the University Library.

The Academic Library Services Manager will take full account of the need to deliver value for money in the delivery of the services provided, developing business cases as required to inform development of service areas. The post-holder will have oversight of the engagement the Library has with academic areas, including liaison activity with Faculties, Schools and the student population, to capture and understand needs and inform service planning and development to meet those needs. The post-holder will further play a key role in developing and fostering ongoing engagement with various professional service areas as required, in tandem with other Library Managers as relevant, to understand needs, define and implement service, promote engagement with the Library, inform resolution of issues, and provide feedback in the use made of services provided by the Library. Such services will include IT, Academic Services, Research and Innovation Office, Knowledge Exchange, and the Teaching Excellence Academy.

As a senior member of the Library's management, the Academic Library Services Manager will be an authority and source of knowledge within the Library regarding trends in the delivery of academic library services, and advise the Senior Management Team on the potential benefits, opportunities and challenges offered. The post is expected to be outward-facing where of benefit, both locally and nationally, liaising with relevant bodies and representing the University Library and its needs within these as appropriate.

GENERIC JOB DESCRIPTION

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

Overall Purpose of the Role

At this level role holders will be experienced Library professionals who are expected to exercise a significant degree of specialist and independent responsibility. Role holders will have gained a professional and/or academic qualification and have extensive specialist experience. Roles at this level will be involved in planning and ensuring progress within established procedures and clearly defined university policy by providing a high level of specialist advice and/or specialist or professional expertise to support the Faculty or Departmental activities. Role holders will contribute to the longer term planning in accordance with the wider University strategy. Post holders at this level will advise senior University management on policy, functional or service priorities and develop new procedures and policies within existing values. There is a requirement to plan and organise individual and/or team activity to integrate and coordinate work across different parts of the University, faculty or department.

Main Work Activities

Communication

- Provide specialist advice and guidance to managers and staff.
- Explain new and existing policies in relation to operational activities.
- Create and deliver presentations to communicate information across Faculty/School/University.
- Attend meetings to report on specialist issues.
- Write formal documentation.
- Write procedural documentation.

Teamwork

- Leads and manages the team's performance in accordance with University Library processes.
- Promotes and manages the professional development of members of the team.

Liaison and Networking

- Develop and maintain collaborative partnerships to promote and explain University Library strategies, policies and services.
- Maintain awareness of University, library and sector issues that may impact on role of the team.
- Work collaboratively with other University Library team leaders to ensure effective delivery of services.
- Participate in professional organisations, conferences and meetings as part of CPD.

Service Delivery

- Responsible for the implementation of the Library's policies, working in conjunction with colleagues internal and external to the department.
- Manage the services provided by the team.

- Work consultatively with academic units to ensure the University Library resource collections meet the research, learning and teaching needs of the University.
- Assist and advise academic units in their effective use of the library budget.
- Support academic and other staff in their use of resources within a digital environment designed to promote learning and research, such as the VLE or VRE.

Planning and Organisation

- Co-ordinate departmental processes in conjunction with senior colleagues.
- Contribute to the development of the University Library through the planning processes.
- Plan and monitor the work of others.

Analysis/Reporting

- Analyse qualitative and quantitative data producing reports and identifying key issues that inform management interventions. Formulate recommendations and provide advice on the implications of the data.
- Monitor and review the use of the Library materials budget across all Faculties.
- Evaluate resources and licences to ensure they provide value for money.

Teaching and Learning Support

- Collaborate with other teams and support services in developing and implementing the skills support framework identified in the University's strategy.
- Support the development of information skills at all levels from new students to researchers.

Additionally the post holder will be required to:

- Fulfil the employees' duties described in the University's health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
- Fulfil the managers' responsibilities as described in the University's health and safety policies. These duties include responsibility for ensuring that suitable and sufficient risk assessments are in place for activities within your area of control and for ensuring appropriate health and safety training is in place.
- Support staff to demonstrate their commitment to equality, diversity and anti-discriminatory behaviour. This role includes making time available for staff to undertake mandatory equality and diversity training
- Raise awareness amongst staff and support staff to fulfil their responsibilities to comply with University regulations, policies and procedures

COMPETENCY SPECIFICATION

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

The Competencies set out below are essential and are core requirements needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

Competency	Identified by
Knowledge and Experience	
Has a full understanding and experience of the management and development of academic library services.	Application/Interview
Has good knowledge of developments in the service areas covered by the post and their delivery within the sector.	Application/Interview
A good relevant degree and relevant professional qualification.	Application
Can demonstrate an ability to lead and contribute in the development of strategic plans for the service portfolio and for the Library overall.	Application/Interview
Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development.	Application/Interview
Communication (Oral and Written)	
Can demonstrate the ability to communicate effectively and provide appropriate information in a suitable format to meet the needs of the audience.	Application/Interview
Teamwork and Motivation	
Can demonstrate the ability to have responsibility for a service/function. Clarifies the requirements of the tasks to meet the overall goals and objectives. Monitors progress and takes appropriate action to deal with difficulties and conflict. Identifies development and training needs of the team, monitors performance and gives feedback.	Application/Interview
Liaison and Networking	
Can demonstrate the ability to work across the University and/or externally to build and strengthen working relationships. Actively pursues a shared interest and works jointly to influence events and decisions.	Application/Interview
Service Delivery	
Can demonstrate the ability to adapt the service and systems to meet the needs of the customer and identify ways of improving standards. Takes action to resolve issues and complaints. Collates feedback and views from customers and keeps up to date with changing needs to inform service development/adjustments.	Application/Interview
Decision Making	
	Application/Interview

Can demonstrate the ability to consider the wider impact of decisions, assesses possible outcomes and their likelihood. Uses judgement to make decisions with limited or ambiguous data and takes into account multiple factors. Distinguishes between the need to make a decision, when to defer and when not to take a decision.

Planning and Organisation

Application/Interview

Can demonstrate the ability to agree objectives and requirements for the team or area of operation. Monitors overall progress of project or area of operation and ensures corrective action is taken.

Initiative and Problem Solving

Application/Interview

Can demonstrate the ability to investigate problems to identify their cause, takes action to prevent recurrence of problems and considers possible solutions to identify those which offer wider benefits.

Analysis/Reporting

Application/Interview

Can demonstrate the ability to select appropriate methods for data gathering and analysis. Gathers data thoroughly and accurately and subjects it to rigorous analysis. Obtains additional data if required.