

Job Description

Job Title: Associate Director: Teaching, Learning & Student Success

Reports To (Job Title): Deputy University Librarian and Director of Education, Experience & Strategic Insights

Current Job Holder: n/a

Department: University of Manchester Library

Date: May 2025

Job Purpose:

This role will be the Library's strategic lead on all aspects of teaching, learning & the student experience, embedding research-led best practice into Library services, promoting the library's vital role in supporting student success and belonging, and ensuring the delivery of comprehensive, consistent inclusive and impactful academic skills support across the entire University. This will include horizon-scanning to ensure the Library is prepared for key changes and impacts on teaching & learning.

The postholder will be a person who is capable of the highest level of strategic influence and change in this complex area of the University's teaching & learning provision involving multiple stakeholders. Key measures of success will be our contribution to teaching practice across the institution, performance and presence within key institutional metrics (e.g. NSS, APP and TEF) and leadership in and impact on relevant activities at institutional and sector level.

The postholder will ensure that the Library plays a significant and valued role in supporting the goals of the University and to be responsible for continuing the enhancement and engagement with our framework for practice across the Library and the University ensuring excellence in relation to the student experience, success and belonging, which is recognized as sector leading both nationally and internationally.

Principal Accountabilities:

- To be a senior advocate for teaching, learning and student success-centred approaches, within the Library, the University and externally, exemplifying the adoption of student voice and inclusive strategies and principles.
- To identify new opportunities for the Library to enhance student success and to establish, develop and nurture strategically important relationships both internally and

externally to the University to ensure the University remains at the forefront of relevant developments both nationally and internationally.

- To be responsible for the continued development of a roadmap of activities and learning programmes that will drive the creation and delivery of consistently high standards of service and infrastructure to support student success and belonging across the Library and the University.
- To ensure that a high quality and customer-focused set of teaching learning & student experience services is provided to teaching & learning-focussed colleagues from around the University to enhance their roles in supporting students according to their needs and in line with strategies and policies.
- To identify and respond to the key business drivers and those areas of business need which are not adequately supported by current and planned teaching & learning services and to develop the strategic response and produces business cases for relevant new initiatives
- To provide strategic leadership for the Teaching, Learning & Students Team ensuring effective performance and continuous improvement against agreed targets.
- To input into the development and evolution of a robust infrastructure to support the Library's teaching & learning services and the University's student facing skills programmes in partnership with all relevant senior library colleagues.
- To keep policies, procedures, KPIs and relevant staffing resources under active review, recommending and implementing improvements and changes as necessary
- To identify and investigate specific approaches, services, methods and techniques to assess their potential benefit to the organisation and role in the strategy
- To contribute proactively to the development and implementation of Library-wide operational planning and initiatives in support of University strategy and Library priorities

Internal and External Relationships:

- To work with the Library's Executive Team on ensuring the strategic impact of teaching learning and the student experience is embedded in Library and institutional strategic planning.
- To work closely with colleagues across the Library Executive and Leadership Teams and the teaching & learning community within the University to review the effectiveness of current strategies and policies in supporting Teaching Learning & the Student Experience, particularly through the lens of sector wide monitoring and evaluation processes, such as TEF, APP and NSS.
- To take an active role in the Directorate Management Team supporting the Director of EESI in developing a coordinated and cooperative approach to prioritising the work of the Directorate in line with strategy, considering service innovation and development issues and leading change
- To engage with University, Library and external stakeholders to ensure that Open Research activities are fully aligned and integrated with other research services and with the research life cycle
- To work closely with the Teaching and Learning Strategy Group members to ensure that the Library's teaching & learning roadmap and activities align closely with University needs.

- To engage with University, Professional Services, Academic, Student, Library and external stakeholders to ensure that the Library's teaching & learning services and initiatives are fully aligned and integrated with other relevant teaching & learning services present and future.
- To engage with external stakeholders to ensure that the University's Teaching and Learning activities are fully aligned and integrated with the teaching + Learning work at other institutions

Knowledge, Skills and Experience Needed:

- Sector-leading and internationally respected knowledge of the teaching, learning & student success landscape and likely future trends and developments
- Professionally qualified and possessing a relevant degree/postgraduate qualification plus significant appropriate management and leadership experience

OR

Extensive vocational and strategic management and leadership experience demonstrating professional development through a series of progressively more demanding and influential work roles, backed by evidence of significant development of appropriate specialist knowledge.

- Significant management experience including staff supervision and motivation, planning and organizing, problem solving, project leadership and matrix management.
- Experience of managing and controlling budgets/resources/funding and a good understanding of financial management procedures.
- Experience in managing services, programmes, projects and developments
- Excellent interpersonal and communication skills
- Excellent liaison and networking skills and exceptional ability to work in partnership with others
- Strong negotiating and influencing skills
- A strong record of taking an innovative and solutions-based approach to service development
- A strong understanding of the environment and conditions required to optimise student success in a higher education setting and within a large research-intensive university
- Significant experience of change management
- Demonstrable personal and professional commitment to the University's strategic goals, themes and values
- Ability to convey a level of confidence and professionalism, positively influencing and persuading others to take a specific course of action when there is no direct line of command or control.
- Evidence of making decisions at the appropriate time, taking into account the needs of the situation, priorities, constraints and the availability of necessary information.
- Experience of dealing with complex problems
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to academic practice, health and safety; equality, diversity and inclusion; and information governance
- To take an active approach to continuing professional development

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To ensure the working environment reflects the University's and Library's values
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To keep policies, procedures, KPIs and staffing within the team under active review recommending and implementing improvements and changes as necessary

Other Contextual Information / Special Features:

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Budget:

Jennie has direct responsibility for our Student Team staffing budget (circa £74,000 per year) and also has strategic responsibility for all library teaching and learning activities, particularly our centralised skill support services (circa £1,000,000 per year). In addition, she is our primary liaison with institutional budget holders such as the VP for TL&S and is responsible for allocating funds granted to the Library from other parts of the University for furthering strategic project related teaching and learning activity via the Library (e.g. to support the Flexible Learning Programme) , which can be between £20,000 and £100,000 dependent on strategic need. These funds normally require reporting into high level institutional groups (e.g. ARDB and TL&S) Finally, her role is directly tasked with aligning Library work in anticipation of sector and institutional funding (e.g. around digital skills), allowing us to take advantage of opportunities to enhance Library contribution to the University.

Other Dimensions:

Direct Reports:

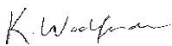
eLearning Manager (Grade 7)
Teaching, Learning + Students Officer (Widening Participation) (Grade 6)

The above represents a true and accurate reflection of the requirements of the role.

Job Holder:

Name:	Jennie Blake
Signed:	Jennie Blake
Date:	8.10.25

Manager:

Name:	Katy Woolfenden
Position:	Director, EESI + Deputy University Librarian
Signed:	
Date:	8.10.25