

JOB DESCRIPTION

Job Title:	Collections Operations Lead
Faculty/Professional Directorate:	University Library
Subject Group/Team	Collections Development
Reporting to:	Collections Development Manager
Duration:	Continuing
Job Family:	Administration
Pay Band:	5
Benchmark Profile:	Team Leader (Library) Band 5
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: Academic Library Services, Customer Experience & Insight, and Collections Development. The post of Collections Operations Lead sits within the latter, led by the Collections Development Manager (CDM). The Collections Development team comprises Hull University Archives, based at the Hull History Centre, and the Collections Admin Team (CAT). The Collections Development Team is responsible for all aspects of the development and management of the Library's print and digital formats, including digitisation and document supply, plus the financial processing associated with that work.

The Collections Operations Lead role has two key purposes: supporting the work of the Collections Development Manager and organising and facilitating the work of the Collections Customer Experience Advisors. This includes work on the day-to-day management of reading lists using the University-provided system; liaison with resource suppliers to provide access and resolve issues; and communicating with Library users and stakeholders on matters related to resources and access. The Collections Operations Lead will assist the CDM:

- in decisions related to the purchases outside parameters of the purchasing matrix
- by identifying heavily-used resources to consider additional purchases
- by being the main point of contact for escalated subscription, finance, EDS and book queries
- in the deployment of print collections within the Brynmor Jones Library
- with analysing usage data to make decisions related to the use and storage of print and online collections.

Specific Duties and Responsibilities of the post

Reporting to the Collections Development Manager, the Collections Operations Lead will develop and support staff to deliver customer service excellence through;

- providing day to day support for Collections Customer Experience Advisors
- ensuring that their team can work and collaborate effectively
- identifying and providing training and development for their team
- creating and maintaining processes and procedures to help their team work efficiently
- monitoring and maintaining performance through Service Level Agreements and reacting to trends

The post-holder will:

- Manage staff absence, carry out return to work conversations, probationary and appraisal reviews. They will contribute to the welfare support of their team including referrals to Occupational Health
- Support training, coaching and quality assurance activities across the team, and provide advice and guidance to team members
- Liaise with and provide support to colleagues within other areas of the University as well as external partners
- Provide resource planning including management of a team rota which fulfils service requirements
- Analyse collections data to inform effective management of resources, and ensure value-for-money
- Contribute to the creation, review and maintenance of processes and procedures
- Contribute to identifying ways in which the service can enhance the customer experience and make recommendations, actively participating in the implementation of Customer Service Excellence accreditation
- Chair team meetings and participate in meetings both within the Library and the wider University
- Undertake any other duties commensurate with the grade as directed.

General

During peak times, there are restrictions on taking leave.

Staff in all areas will be required to support university events such as Open Days, Registration and Graduation Ceremonies.

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

- The role holder will:
 - Work within established processes and procedures, with minimum day to day supervision under the guidance of a leader
 - Have practical working knowledge of the systems, processes and operating environment gained through formal instruction and/or experience
 - Plan and prioritise their own work and will be required to delegate work to others within agreed objectives
 - Have a specific responsibility for a clearly defined section of work and will use initiative within the boundaries of the role in line with University policies and procedures. This will include the discretion to deal with non-routine queries and/or issues, but more complex situations will be referred to a senior colleague.

Main Work Activities

Communication

- Assist in the preparation and collation of written documents for circulation
- Take notes and produce formal minutes at meetings as required
- Create formal guidance documentation for distribution
- Provide information, advice and support to students, academics, colleagues and others external to the University

Teamwork

- Will supervise the work of others
- Provide advice and guidance to other members of the team
- Support in project work and other long-term strategic goals
- Work collaboratively with relevant teams across the department

Service Delivery

- Provide guidance to colleagues including academic and professional services staff
- Provide support to specific projects as required
- Develop and manage office systems to improve the efficiency and effectiveness of the service area
- Administer procedures relating to the work and contribute improvements or efficiencies

Planning and Organisation

- Plan, delegate and monitor the work of the team to ensure work is completed to schedule
- Plan and prioritise own work activities
- Co-ordinate departmental processes in conjunction with senior colleagues

Analysis/Data Inputting

- Record, analyse and interpret data as required using Microsoft Office and other software

- Produce reports for routine analysis and provide statistical information to be included in relevant reports
- Check departmental web presence to ensure accuracy of information
- Maintain accurate records within several University systems in compliance with statutory and regulatory bodies
- Maintain, monitor and interpret information from external bodies

Additionally, the post holder will be required to:

- Fulfil the employees' duties described in the University's health and safety policies and cooperate 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
- Show a commitment to diversity, equal opportunities and anti-discriminatory practices. This includes undertaking mandatory equality and diversity training
- Comply with University regulations, policies and procedures
- Comply with external professional body regulations where required

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	
Extensive knowledge and experience of supervising teams in a similar or comparable environment	Application/Interview
Can demonstrate the ability to use a broad range of products from the Microsoft Office suite and can learn new systems and software	Application/Interview
Has a good general education showing clear evidence of literacy and numeracy. For example, at least GCSE Maths and English A-C	Application/Interview
Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development	Application/Interview
Communication (Oral)	
Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to a range of audiences and stakeholders	Interview
Communication (Written)	Application
Can demonstrate the ability to provide information in a range of suitable formats so that the others' needs are met and adjusts the level of content to help others understand	
Teamwork and Motivation	Application/Interview
Can demonstrate the ability to lead a team. Clarifies priorities and ensures they are understood by team members. Works collaboratively to deliver team results in line with strategic goals or targets.	
Liaison and Networking	Application/Interview
Can demonstrate the ability to work with colleagues across the University and wider sector to improve working practices and work towards University priorities.	
	Application/Interview
Service Delivery	

Have knowledge and understanding of the service, providing guidance to internal and external service users with the expectation of high levels of customer service

Application/Interview

Planning and Organisation

Can demonstrate the ability to ensure that work is carried out effectively and that resources are available to meet demand. Identifies the need for further action and resources by monitoring progress. Suggests improvements to services, such as working practices and guidance materials

Initiative and Problem Solving

Application/Interview

Can demonstrate the ability to solve standard, predictable problems in accordance with procedures and precedent

Analysis/Reporting

Application/Interview

Can demonstrate the ability to identify and use a range of data from various sources, with the ability to combine various data types to produce reports and perform analysis