

Job Description

Job Title: DEPUTY UNIVERSITY LIBRARIAN and ASSOCIATE DIRECTOR FACULTY & STUDENT PARTNERSHIPS	
Reports To: John Rylands University Librarian & Director of the University of Manchester Library	
Current Job Holder: Katy Woolfenden	
Department: The University of Manchester Library	Date: 9 July 2021
Job Purpose: To act across the University and the sector in the senior role of Deputy University Librarian. This involves deputising for the University Librarian but also as a senior position in its own right. To take the lead responsibility for the Library's contribution to the University's teaching, learning and student experience agenda. To act as senior liaison for the Faculty of Biology, Medicine and Health. To lead on the Library's customer services remits across all sites and online. To lead the Library's Faculty engagement activity. To take the lead on the Library's workforce planning and development activity.	
Principal Accountabilities: - To take senior responsibility with the University Librarian for the operational effectiveness and strategic direction of The University of Manchester Library - To lead the Faculty & Student Partnerships Directorate, ensuring the delivery, performance, development and enhancement of outstanding services to Library customers throughout the Directorate and across all relevant UML sites. - To ensure that the Library is at the heart of faculty thinking on research and teaching trends and how these impact on the development of modern collections through the academic engagement teams allocated to each faculty. - To act as Senior Liaison for the Faculty of Biology, Medicine and Health and for UML South America / Africa as part of the Library's new National Research Library	

in the North Programme and The University of Manchester Library International Programme.

- To develop and maintain strong relationships and partnerships with key stakeholders across the University in order to ensure UML is closely aligned with, and relevant to their goals, and delivers services which support their progress against the relevant University performance indicators.
- To assess and review priorities, devising, implementing and evaluating the policies and procedures necessary to provide excellent teaching, learning, customer services in line with the University's Strategic Plans, initiating and influencing changes as necessary in line with the feedback received through our exemplary engagement activity.
- To take strategic responsibility for promoting a consistent and continuously improving customer service culture, both at the front line and throughout the Library, in pursuit of maintaining and improving upon our performance against relevant standards, e.g. the Customer Service Excellence Standard.
- Through the Teaching, Learning & Students Team, ensure that the academic skills training, facilitated and delivered by UML, is pedagogically sound, aligning with and influencing the best practice promoted by the Institute for Teaching & Learning and agreed by the University's Teaching & Learning Group.
- To ensure that University of Manchester students have appropriate and timely access to the learning resources they need to support their programmes of study in the most efficient, effective and accessible format possible, by ensuring that the Library is in a strong position to influence reading strategy development at the University.
- Through active participation in relevant local, national and international networks, ensure that the UML both contributes to, and learns from, best practice in teaching, learning, customer service, and engagement activity.
- To ensure the learning & research spaces of UML are maintained and developed to a high standard, to ensure they meet the needs of a diverse range of library users, and to influence the future development of flexible and inspiring learning space more broadly across the campus.
- Take an active role in the strategic development of the UML, work with the University Librarian, Executive & Leadership Teams, and other managers to ensure projects are delivered effectively and efficiently, and share the overall responsibility for the management of the UML.
- Along with other members of the UML Executive Team, to represent the

University Librarian as necessary and to take on additional responsibilities as the named Deputy in the place of, or as required by, the University Librarian.

Internal and External Relationships:

This role will act in a number of fora both internally and externally as the named Deputy for The University of Manchester Library.

Key strategic relationships are required with the Vice President for Teaching, Learning & Students, the Associate Vice Presidents for Teaching & Learning (x2) and the Associate Faculty Deans for Teaching & Learning (x4). This is largely achieved through membership of the University's Teaching & Learning Committee and its associated sub-committees.

A further key set of relationships is with the Directorate for the Student Experience through its Director and relevant members of his/her management team. These relationships are largely built informally and through shared membership of project groups and committees. They are significant for all the reasons cited above, but also to seek opportunities for partnerships in service delivery and implementation.

A relationship with the student body is maintained through a number of mechanisms. The primary route is through the relationship with the University Students Union. The post holder is a member of the University Union Relations Committee, and holds regular informal meetings with the Students Union Executive Officers. This relationship is key to the establishment of a strong communication line with our core customer base through its elected representatives.

The role also requires a robust relationship with the University Senior Estates Team, mainly through their Deputy and Associate Directors in order to negotiate on service levels in relation to maintenance of buildings, provision of cleaning and security services, and support for capital project work, including post project snagging where escalation is required.

Externally, the role requires the development of a network with holders of similar positions at comparable and related institutions and organisations in order to share expertise, good practice and to enter into relevant partnership projects. This is largely achieved via established bodies, such as SCONUL and RLUK.

It is also essential for this role to provide strategic leadership in the collection development relationship with Faculty in support of the UML as National Research Library in the North.

Knowledge, Skills and Experience Needed:

- A good honours degree and a professional qualification in librarianship/information studies.
- Substantial experience of working in a large academic library or comparator organisation at a senior level.
- A good knowledge of the latest developments in teaching and learning in a Higher Education environment, including an understanding of relevant pedagogy and issues affecting the student experience.
- A good knowledge and understanding of the impact of technology on learning.
- Successful experience of leadership at a senior level and a proven ability to inspire, delegate and empower staff to ensure strategic objectives are met.
- Excellent communication and collaboration skills to ensure effective operation across departments and organisations.
- Proven ability to negotiate and influence, within and beyond the University, in order to ensure the strategic objectives are met, and to identify and exploit emerging opportunities.
- Successful experience in building and managing networks and relationships in order to develop influence and profile within and beyond the University.
- A creative and flexible approach coupled with strong problem solving skills in order to maintain the momentum of cultural and strategic development.
- Sound financial awareness and an active approach to income generation.
- A proactive approach to customer focused service delivery
- The ability to prioritise and adapt strategic & operational objectives according to changing needs

Other Dimensions:

The postholder is responsible for (96.15 FTE) in five departments:

- Customer services (52.95 FTE)
- E-Learning (6 FTE)
- Learning Development + Education & Learning (12 FTE)
- Teaching & Learning Services (13.4 FTE)
- Academic Engagement (11.8 FTE)

The staff profile includes a diverse range of roles, generic, specialist and expert, from grades 1-7. Total staff costs are c£4m.

Teaching, Learning & Students staff and services are spread over ten sites in total. Customer services staff are based across nine of these sites and range in size from the very large and complex e.g. the Main Library, with a customer capacity of c.2000 and containing multiple sub teams; through to the very small, e.g. Art & Archeology Library, with a customer capacity of c.40, and a single member of staff. The Alan Gilbert Learning Commons is the newest of our library sites and as a result of its unique remit as a learning hub at the heart of the campus, offering 24/7 access to 1,000 study spaces and academic skills support, it is managed as a separate team within the division.

Across the board the post holder is responsible for services to a potential customer base of c.40,000 students but also the c.4,000 academic staff who teach them and other staff supporting the student experience. In addition, the UML has a remit to serve visiting researchers and students as well as members of the general public.

Direct Reports:

- Learning Development Manager - (grade 7)
- E-Learning Manager - (grade 7)
- Teaching & Learning Manager (grade 7)
- Customer Services Manager (grade 7)
- Academic Engagement Manager (grade 7)