

Job Description

Job Title:	Library & Learning Services Manager
Career (R&R) Level:	Team Manager / Team Leader
Department:	Library & Learning Skills
Reporting to:	Director – Library & Learning Skills
Location:	Hybrid
Direct Reports:	Library Learning Advisors and other Team Members

Library & Learning Skills Service

The Library & Learning Skills (LLS) Service at the University of Law supports all students and staff, regardless of location. We have physical libraries at each of our UK campuses, alongside online collections and support, supporting students studying online or at partner institutions in the UK and globally. Our four teams (Collections & Research, Learner & Enquiry Support, Programme & Learning Enhancement and Study Skills) provide the professional expertise and high quality, relevant, accessible resources to equip our students and staff with the information literacy, digital and academic skills to navigate learning and teaching at the University of Law with confidence, and to excel in their lives beyond.

Main function of Job:

The Library & Learning Services Manager proactively contributes to the design, development and delivery of the portfolio of services offered by Library & Learning Skills to students and staff across our campuses. They lead the development of our roving and online enquiry service, including the creation and management of relevant policies and procedures, and are responsible for embedding our student-centred customer service ethos. They are responsible for the consistency of customer service activity carried out across our campuses and online, but will be aligned to a specific campus where they will additionally support any local needs.

Key responsibilities include:

- Lead the development of our roving and online enquiry service and ensuring it is accessible, inclusive and innovative, and that signposting to specialist teams works effectively
- Embed our customer service ethos into all our interactions and communications, and monitoring our performance against our key performance indicators
- Co-ordinate and monitor staff rotas, stock circulation activities and user record management across our campuses, in collaboration with the Systems Librarian and Collections & Research colleagues

- Manage all shared campus-based duties undertaken by LLS colleagues
- Collaborative working with stakeholders at all levels to gather insight and co-create services

Reporting lines:

- The Library & Learning Services Manager reports directly to the Director of Library & Learning Skills and has Library Learning Advisors and other Team Members as direct reports.

Specific Responsibilities:

Continuous service improvement and delivery

- Lead the development of our roving and online enquiry service student voice
- Embed our customer service ethos within all daily activities through partnership working with LLS colleagues and business professionals
- Ensure all internal policies and procedures enable a high quality student experience
- Lead the collection and analysis of cross-campus data sets and feedback to measure the success of our customer service activities against our service level agreements
- Partner with the wider team of LLS colleagues to manage, support and develop all Library Learning Advisors and other team members, and celebrate the success of teams and individuals
- Participate in the delivery of our collection development and research support activities
- Lead and contribute to projects as part of ongoing service improvement

Stock circulation

- Agree and review service-wide policies and procedures relating to circulation activities (overdues, stocktakes, borrowing), and user record management
- Agree and publish service-wide information such as opening hours, access arrangements and borrowing entitlements
- Work closely with the Systems Librarian to optimise the use of the library management system
- Oversee the production of standardised signage and posters

Shared campus-based duties

- Deliver all LLS services on campus in line with agreed service-wide standards set by Library & Learning Services Manager and Library & Learning Engagement Manager
- Participate in roving and student support activities inside and outside library spaces
- Undertake daily collection-related activities including receiving, processing, shelving and dealing with the return of physical items.
- Undertake ad hoc collection-related activities including processing reservation, scanning and withdrawal requests on instruction from designated collections owners; co-ordinate and manage these requests for campus-based colleagues
- Raise and report issues with technology and environment in library spaces to appropriate colleagues outside of LLS
- Represent LLS at campus-based meetings and participate in events such as open days

Customer support / client service

- Champion and embed our customer service values in interactions with students and other stakeholders
- Act as a key contact for owning and resolve customer and supplier issues and enquiries

- Oversee online and in-person enquiry activities and ensure the team provides professional and timely responses
- Maintain a high standard of confidentiality whilst ensuring all relevant staff are kept fully informed of any issues arising
- Proactively seek feedback and contribute to quality assurance activities

Teamwork and Team Management

- Management, development and appraisal of members of the LLS team, including participation in recruitment activities
- Recruit and supervise the work of students, apprentices and offshore customer service roles involved in LLS work
- Promote and sustain a constructive, supportive and friendly working relationship with all service users, external and internal, immediate and senior management and other colleagues in order to maintain high levels of client support or delivery
- Proactively participate in relevant Campus activities, meetings and events to raise the profile of LLS and to contribute where appropriate
- Promote and maintain effective relationships with students, staff and external visitors, suppliers and other stakeholders, ensuring they are dealt with in a professional manner
- Ability to work occasional evening, weekends and public holidays to provide relief cover for other members of the team and meet the needs of the service as required
- Deputise for senior colleagues on projects and in meetings as appropriate, and provide cover for other LLS staff in the regional hub where necessary
- Participate in key service-wide meetings, including LLS Committee

Professional Skills

- Actively take responsibility for own personal career development and networking
- Undertake training as required
- Develop an awareness of the higher education/legal/business market and keep up to date with relevant developments.

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned by their line manager or the LLS LeadershipTeam.

The job holder has a duty to take reasonable care for the health and safety of themselves and of other persons with whom they come into contact at work. The job holder also has a duty to co-operate with the University in complying with any statutory duty or requirement concerning health and safety at work. In particular, they must familiarise themselves with the Health and Safety Policy and its safety and fire procedures.

This job description is to be read in conjunction with the relevant Roles and Responsibilities Career Level document.

Job description is correct at August 2025. It may vary in consultation with the post holder to reflect changes within the market place, in LLS and the University.

Signed by:

Print Name:

Date:

Person Specification

Job Title: Library & Learning Services Manager

Role Level: Team Manager / Leader

Department: Library & Learning Skills

1. TRAINING & EDUCATION

Essential	Desirable
• Educated to degree level or equivalent qualification / professional experience • Substantial customer service experience in a library context, or a Library or Information qualification	

2. EXPERIENCE

Essential	Desirable
• Experience of working in a customer service environment • Experience of library management systems and collection activities • Experience of liaison with stakeholders in an academic environment • Experience of supporting a team or individuals through change • Experience of teaching and training activities in a library or academic skills context • Experience of managing people	• Experience of working in an academic, business or legal library or information service • Experience of working in a student learning development team (study skills)

3. SKILLS & KNOWLEDGE

Essential	Desirable
• Awareness of customer service best practice • Excellent communication skills and attention to detail • Good time management and organisational skills • Strong IT skills e.g. confident user of Microsoft Office products and able to troubleshoot IT problems • Current awareness of developments in academic libraries	• Knowledge of library collections relevant to the ULaw subject portfolio (e.g. Law, Business, Psychology, Social Sciences) • Knowledge of the range of academic skills support

4. BEHAVIOURAL SKILLS

Essential	Desirable
• Able to work as part of a team and motivate others • Proactive and flexible • Reflective practitioner • Able to work on own initiative and prioritise own workload • Able to work under pressure to deadlines	

5. SPECIAL CIRCUMSTANCES

Essential	Desirable
• Occasional weekend or evening working • Willingness to travel to other campuses on occasion • Manual handling on occasion	