

Job Description

Job Title:	Programme Lead Librarian
Career (R&R) Level:	Team Manager / Team Leader
Department:	Library & Learning Skills
Reporting to:	Lead Librarian for Teaching & Pedagogy
Location:	Any campus
Direct Reports:	Library Learning Advisors; Library Student Information Assistants; Library Apprentice

Library & Learning Skills Service

The Library & Learning Skills 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, including for the Online Campus and partner institutions in the UK and globally. Our teams (Collections and Research, Digital Education, Learner and Enquiry Support, Programme and Learning Enhancement, Study Skills) provide the professional expertise and high quality, relevant, accessible collections 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.

Programme Lead Librarian

Our expert team of Librarians share responsibility for delivering a highly professional, student-centred Library & Learning Skills service across all our campuses and online. They work in partnership with students, colleagues and other stakeholders, both across the University and at their own campus, in order to provide a flexible and inclusive service that is constantly evolving to meet the changing needs and priorities of the University.

Main Function of Job:

Programme Lead Librarians proactively contribute to the design, development and delivery of the portfolio of services offered by Library & Learning Skills to students and staff across our campuses. They are based at a specific campus and sit within the Programme and Learning Enhancement team. They work closely with designated programme leads to understand requirements at a national level, devise skills workshops and actively promote our services. They are also responsible for understanding and supporting the local needs of all students and staff at their campus.

Key responsibilities include:

- Partnering with designated academic programme leads and/or partner institutions to determine and fulfil requirements relating to collections, skills development and learning spaces
- Designing and delivering accessible high-quality workshops, webinars and self-directed materials to support students' information, digital and research skills
- Co-ordination of aspects of service provision across our campuses
- Management of services delivered within the library at their local campus
- Collaborative working with stakeholders at all levels to gather insight and co-create services

Reporting lines:

- Programme Lead Librarians report directly to the Lead Librarian for Teaching & Pedagogy or a member of the Library & Learning Skills Senior Management Team and may have Library Learning Advisors or Assistants or Apprentices as direct reports

Specific Responsibilities:

Continuous service improvement and delivery

- Close working with both national and local programme leads to support the curriculum and student attainment
- Co-ordinate and evaluate a key area of student-facing activity across all campuses (for example: live chat, one-to-ones, workshops, enquiry tickets) and adopt an inclusive, insight-led approach
- Work with the wider team of librarians to manage, support and develop all library learning advisors and apprentices and celebrate the success of teams and individuals
- Participate in delivery of our collection development and research support activities
- Lead and contribute to projects as part of ongoing service improvement

Learning Support and Digital Learning

- Work with the wider team of librarians to initiate and develop a programme of support on information literacy, digital and research skills for delivery on campus or by webinar to support student attainment and staff success
- Design self-directed online materials for inclusion in our skills platform (the Skills Academy), with support from colleagues specialising in digital delivery
- Work with Library & Learning Skills colleagues to co-ordinate and deliver campus-based and online teaching to large and small groups, alongside offering personalised one-to-one sessions
- Undertake peer review activities with colleagues across Library & Learning Skills as part of enhancing our skills teaching offering

Management of the campus library

Manage and monitor the delivery of the campus-based library services in line with the Library & Learning Skills five year plan and University strategic aims, including:

- Manage learning spaces and student behaviour within the library
- Manage and develop local physical collections in line with our collection development and circulation policies

- Partner with stakeholders from across the campus to clarify requirements and adapt services to provide a nuanced offering as appropriate
- Co-ordinate Library & Learning Skills representation at campus meetings (such as Staff Student Liaison Committees) and participation in events (such as Open Days)
- Gather data consistently to support the capture of cross-campus insight, and manage any budget allocations in an effective and accountable manner

Customer support / client service

- Role-model our customer services values in interactions with students and other stakeholders
- Act as a key contact for owning and resolving customer and supplier issues and enquiries
- Participate in online and in-person enquiry activities and provide 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 team, including participation in recruitment activities
- 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 Library & Learning Skills and to contribute where appropriate
- Promote and maintain effective relationships with students, staff, 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 library staff in the regional hub where necessary

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 Library & Learning Skills Service Senior Management Team.

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 December 2024. It may vary in consultation with the post holder to reflect changes within the market place, in the Library & Learning Skills and the University.

Signed by:**Post Holder**.....

Print Name:

Date:

Person Specification

Job Title: Programme Lead Librarian

Role Level: Team Manager / Leader

Department: Library & Learning Skills

1. TRAINING & EDUCATION

Essential	Desirable
• Educated to degree level or equivalent qualification / professional experience • Library or Information qualification, or suitably qualified by experience	• Teaching qualification (FHEA or ALDinHE Certified Practitioner), or suitably qualified by experience

2. EXPERIENCE

Essential	Desirable
• Experience of working in a customer services environment • Experience of teaching and training activities in a library context • Experience of liaison with stakeholders • Experience of library management systems and collection activities	• Experience of working in an academic, business or legal library or information service • Experience of managing people

3. SKILLS & KNOWLEDGE

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

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	