

Job Description and Person Specification

Last updated: November 2020

JOB DESCRIPTION

Post title:	Library Technologies Manager		
School/Department:	Library Services		
Faculty:	Library and Arts		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	4
Posts responsible to:	Associate Director: Collections, Technology and Systems		
Posts responsible for:	N/A		
Post base:	Office-based and/or working-from home		

Job purpose
The post holder provides operational management of library systems, in particular the Library Services Platform ensuring it reaches its optimum for supporting education and research. The post holder will play a key role in the on-going development and implementation of applications, systems and services to meet the evolving needs of Library Services and the University. There will be the opportunity to help shape the strategic direction of resources discovery using innovative web applications and technologies. The post holder manages the day-to-day relationships with key internal and external stakeholders, such as iSolutions (the University ICT Directorate) and technology companies, including but not limited to the Library Services Platform supplier.

Key accountabilities/primary responsibilities	% Time
1. Take operational responsibility for the management and on-going development of the Library Services Platform and other related applications, systems and services working closely with third party suppliers, iSolutions and other stakeholders. This will include the optimisation of the discovery-layer(s) to its full potential.	20%
2. Supports the deployment, implementation and management of new applications, systems and services in other areas of the library systems to ensure streamlined information capture, discovery and access. This includes, but not limited to interoperability with digital archives, finance, preservation, repositories, research management, resource (reading) list management and virtual learning environment(s) systems.	20%
3. Take overall responsibility for access and identity management, and authentication to library resources d in collaboration with iSolutions and external stakeholders.	10 %
4. Analyse complex operational issues, develop recommendations, working with relevant stakeholders to scope alternative process and systems options and developing process requirements or user requirements to inform development.	10%

Key accountabilities/primary responsibilities		% Time
5.	Monitor systems performance including using appropriate analytics and maintain technical documentation. Commissioning or developing reporting as needed in response to feedback within a framework of service level agreements, working with stakeholders on specific projects and taking forward required development with third parties.	10%
6.	Plan and manage upgrades and data integration projects. Act as the first point of contact for library systems suppliers. Coordinate and schedule technical and financial resources with key stakeholders. Liaise with communication teams to ensure effective communications and awareness raising.	5 %
7.	Identify the development needs of staff working with library systems as end- users or in systems support roles contributing to their training and development	5 %
8.	Maintain professional knowledge and awareness of technical innovation and digital developments in a rapidly changing landscape. Advise or direct to specialist sources of advice to support the Library Leadership Team in understanding the technical implications of strategic decisions including advising on management of risk.	10 %
9.	Contribute to the overall strategic development of Library Services participating in professional and technical groups and networks, representing the Library internally, and externally contributing to sector projects as appropriate.	5%
10.	Any other duties as allocated by the line manager following consultation with the post holder.	5 %

Internal and external relationships
Departmental and University senior management Other members of the department External customers Relevant suppliers and external contacts Faculties and Professional Services.

Special Requirements
• There may be occasions where you may be required to work outside of your normal working hours. • Post holders may be asked to work at various campus locations to support the delivery of their role.

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Degree, HND, NVQ4 qualified in a relevant subject or professional qualification, or equivalent and appropriate technical understanding based on experience to an equivalent level	Experience of project management	Application
	Experience in a role involving the management and support of library management systems/library services platforms	Knowledge of common web technologies, Java, xml, SQL, and MySQL platforms	Application & Interview
	Ability to demonstrate experience in the configuration and application of an integrated Library Services Platform in an academic environment	Knowledge of Linux and Perl	Application & Interview
	Experience of managing projects which involve the upgrade, migration or major development of software or information systems, in collaboration with stakeholders	Understanding of information integration from different proprietary software/systems using APIs	Application & Interview
	An ability to identify systems and technical trends and developments with an impact on the higher education sector and the area of work	Knowledge of RDA, LCSH, DC23 and MARC21	Application & Interview
	Excellent IT skills, especially in relation to web and resource discovery, and including MS Office	Experience and knowledge of Web APIs, and awareness of coding and its potential to on-going development	Application & Interview
Planning and organising	Evidence of a self-motivated approach to planning own workload and the work of others		Application & Interview
	Able to bring personal resilience, drive, and commitment to the management of technical projects and systems management through to practical implementation	Recognition and interpretation of Prince 2 approaches when these are encountered	Application & Interview
	Previous experience of leading small projects, including understanding of project management methodologies, such as RACI		Application & Interview
Problem solving and initiative	Able to identify broad trends to assess deep-rooted and complex issues.		Application & Interview

	Able to apply originality in modifying existing approaches to solve problems.		
Management and teamwork	Experience of managing small specialist teams and/or project groups Able to motivate and co-ordinate the work of others to deliver technical projects and upgrades		Application, Interview & References Interview & References
Communicating and influencing	Excellent communication skills (spoken and written) and the ability to make and deliver a case effectively Able to adapt communication style to suit technical or non-specialist individuals and teams Able to build productive liaison and engagement with internal partners and stakeholders and external suppliers for the benefit of the area of work		Interview Interview Interview
Other skills and behaviours	Evidence of ability to diagnose problems and develop proposals drawing upon technical expertise of self and others	Negotiating skills Excellent numeracy skills Experience of working in a team environment	Interview & References Application & Interview Application & Interview
Special requirements			

JOB HAZARD ANALYSIS

Is this an office-based post?

☐ Yes	If this post is an office-based job with routine office hazards (e.g.: use of VDU), no further information needs to be supplied. Do not complete the section below.
☐ No	If this post is not office-based or has some hazards other than routine office (e.g.: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (e.g.: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles (e.g.: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (i.e.: steps, stools, ladders, stairs)			
Fine motor grips (e.g.: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University: Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others