

Job Description

Job Title:	Deputy Director – Library User Experience
Career (R&R) Level:	Senior Executive Manager
Department:	Library Service
Reporting to:	Director of Library Service
Location:	Dual: any campus and remote
Direct Reports:	Lead Librarian for Partnerships & Academic Engagement; Customer Service Librarian; Systems Librarian; Programme Lead Librarians

Library Service

The Library at the University of Law supports all students and staff, regardless of location. We have physical libraries at each of our eight UK campuses, alongside online collections and support, including for the Online Campus and partner institutions in the UK and globally. Our three teams (Digital Education, User Experience and Collections and Research) provide the professional expertise and high quality, relevant, accessible collections to equip our students and staff with the information literacy, research and digital skills to navigate learning and teaching at the University of Law with confidence, and to excel in their lives beyond.

Deputy Director – Library User Experience

This post is responsible for ensuring that we deliver a highly professional, student-centred library service across all our campuses and online. They ensure that their teams work in partnership with students, colleagues and other stakeholders in order to provide a flexible and inclusive service that is constantly evolving to meet the changing needs and priorities of the University. They directly line manage colleagues overseeing the provision and development of academic engagement, partnerships and pedagogy. They are also one of four members of the Senior Library Management Team, contributing to the strategic direction of the wider Library Service.

Main Function of the Job:

The Deputy Directory – Library User Experience works closely with colleagues across the University in order to understand the priorities for the institution in relation to student experience and ensure that their teams are working to support these. They have particular responsibility for the service at each campus and partner institution and the approach taken to enquiry management and teaching, working closely with the Head of Library Digital Education and the Librarians that they each manage. They are the lead expert on user experience within the Library Service ensuring that we gather and analyse data effectively to provide the best possible service, online and in our campuses. As the Deputy Director, they will deputise for the Director of Library Service as needed and work closely with Head of Library Collections & Research. The location for this role is flexible but the post holder will need to travel regularly for meetings with the Senior Team to meet with colleagues in their teams across our UK campuses.

Key responsibilities include:

- Leading the work of the User Experience team, directly managing two senior posts; develop the team and ensure a high quality professional service is provided to staff, students and external contacts in relation to Library spaces and services
- Overseeing the management of physical spaces at campuses - informed by understanding of both the business needs and the wider Higher Education (HE) context - and working closely with the Head of Library Collections & Research to set the balance of physical and online collections and ensure that research support is embedded in training delivered by the User Experience team of specialist librarians
- Building relationships with senior colleagues in other student-facing teams, particularly colleagues in Operations, Estates and IT; contributing to business planning and the delivery of wider University operational strategy
- Ensuring that our approach to enquiry management, teaching and campus-based services, including at partner institutions, is data-informed and responds to student feedback; sharing updates on these to inform wider University initiatives
- Contributing to the strategic direction of the Library Service; working closely with the other members of the Senior Management Team to agree priorities and translate business plans and priorities into meaningful targets; deputising for the Director of Library Service as needed

Specific Responsibilities

Continuous service improvement and business delivery

- Lead the approach to service provision across the campus libraries and online, including teaching provision and enquiry management; creation and overall ownership of a customer service framework, to be regularly reviewed in collaboration with key senior colleagues in the Library and wider University (particularly the Head of Customer Service Excellence and Director of Operational Delivery)
- Support the Director of Library Service in setting and reviewing service level agreements and Key Performance Indicators (KPIs); lead the evaluation of provision in relation to user experience and spearhead new developments, benchmarking against best practice in other university libraries and drawing on professional networks
- Lead on data collection across the service, including mechanisms for gathering feedback, using this and data from key surveys (including the NSS) to inform suggested developments and marketing available services to current and prospective students
- Work in partnership with senior colleagues across a number of departments – Operations, Estates, Widening Participation, Student Experience, Wellbeing and Inclusion etc. – to ensure that they understand the focus, priorities and value of the User Experience team and that the team is collaborating effectively with them; regularly attend University-level meetings and ensure that the team is well-represented and takes every opportunity to help others to understand their work
- Support the team to develop and maintain excellent relationships with key suppliers and external contacts, including at partner institutions, in order to ensure the University's good reputation as well as the best possible value and benefits for ULaw
- Oversee the training and staff development budget and programme for the Library Service as a whole

Learning Support and Digital Learning

- Work closely with the Head of Library Digital Education and the Director of Library Service to agree an approach to pedagogy - across face-to-face, online and
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asynchronous provision - which supports and enhances the University's overall strategy for teaching and learning (including the Teaching Excellence Framework); support colleagues to monitor the effectiveness of teaching and learning initiatives

- Partner with senior academic colleagues, and support the wider team to develop effective relationships with academics, to ensure that library services and support are meeting the needs of the curriculum in each subject area and campus
- Lead work to embed information literacy and research skills support in the curriculum, supporting colleagues to work closely with Programme Leads and senior colleagues with responsibility for curriculum development and course design
- Actively pursue opportunities to engage with a range of student-facing departments - such as Widening Participation, Employability, Student Experience, Wellbeing and Inclusion – to collaborate on projects and ensure that our provision is informed by the latest developments in their areas
- Work in partnership with Estates and other key student-facing teams to ensure the development of effective and inclusive learning spaces for students to develop knowledge, skills, behaviour and employability attributes
- Lead the use of analytics and benchmarking to review the overall Library Service provision; ensure that development requirements are evidence-based and support key learning needs, through consultation with senior University colleagues

Customer support / client service

- Ensure that the provision of student learning spaces in libraries is informed by University strategy and exceeds the expectations of all stakeholders; includes relationships with wider departments (Estates, Deans, Operations, Students' Union etc.), as well as external suppliers, as needed
- Set the direction for enquiry management and pedagogy within the Library Service; identify new opportunities informed by both external benchmarking and a sound understanding of University operations and strategy; be open to bold change and difficult decisions in order to meet stakeholder needs and effectively support the team to achieve this
- Support the Collections & Research and Digital Education teams to ensure that the Library Service includes a focus on a broader approach to learning support materials – such as software to support pedagogical objectives and wider skills development – supporting development outside the curriculum and future employability
- Ensure that the User Experience team works closely with other parts of the University – including students themselves - to understand student needs, set and monitor Service Level Agreements (SLAs) and monitor student engagement with Library services and spaces
- Build relationships with wider departments (Campus management, Design teams, Academic Development, Learning Technology, Students' Union etc.) to understand their needs and articulate the values and vision of the centralised Library Service; ensure we work in partnership, sharing analysis of service usage across campuses and clearly communicating our offering

Teamwork and Team Leadership

- Lead the User Experience team with drive, determination and enthusiasm; communicate strategic objectives clearly and positively; set appropriate targets to ensure the delivery of a world-class and consistent Library Service provision across all campuses (including online and at partner institutions)
 - Through effective leadership constantly seek improvements for the team and service and create a climate where others are empowered to do the same; be visible and accessible within the service and the University as the lead in your area, ensuring that the team works
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collaboratively and closely across the service and University to develop shared objectives to support staff and students

- Ensure that your team, and wider Library colleagues, have an understanding of the importance and relevance of the University's aims and strategy to your team's work (and vice versa); oversee consistency of approach across sites
- Support your team and wider colleagues through changes, helping them to respond positively through an understanding of wider strategy and business objectives
- Management, development and appraisal of members of the User Experience Team, including leading recruitment activities, and acting as a coach / mentor for colleagues across the service to develop these and other skills
- Manage difficult conversations promptly, sensitively and effectively, including outside your team, service or the University; promote and sustain a constructive, supportive and friendly working relationship with contacts and colleagues at all levels
- As a member of the Library's Senior Management Team, represent the service internally and externally and seek to raise its profile
- Deputise for the Director of Library Service and provide cover and support for the other members of the Library Senior Management Team as needed

Professional Skills

- Keep updated on developments in relation to service provision, data and marketing in HE libraries; seek out innovative ideas and benchmark our service against others
- Actively seek professional development opportunities to build on management and leadership skills to effectively support the team and wider service
- Participate fully in activities within and beyond the University, attending and speaking at conferences, networking events etc.
- Communicate knowledge and expertise and invest time in helping others develop; create an environment where colleagues across the Library Service develop skills and knowledge in relation to collection management and research support
- Be proactive in identifying opportunities for personal or service development and suggesting training opportunities for yourself or others

In addition to the responsibilities listed above, the post holder may be required to perform other duties as assigned by members of the Executive Board/Director of Library Service from time to time. 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. This job description is correct at July 2022. It may vary in consultation with the post holder to reflect changes within the market place, in libraries and universities.

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

Print Name:

Date:

Person Specification

Job Title: Deputy Director – Library User Experience

Role Level: Senior Executive Manager

Department: Library Service

1. TRAINING & EDUCATION

Essential	Desirable
- Educated to degree level or equivalent qualification / professional experience - Library or Information qualification, or suitably qualified by experience	- Higher Education Academy (HEA) Associate Fellowship - Postgraduate Certificate Higher Education (PGCHE) - Management qualification

2. EXPERIENCE

Essential	Desirable
- Experience of managing and leading a team - Experience of introducing new services and ways of working - Experience of setting customer service standards in relation to enquiries - Experience of designing and leading training - Experience of using analytics (including data and feedback) to review a service	- Experience of working in an HE library - Experience of working in a multi-site service - Experience working with collections in the subject areas taught at the University of Law (e.g. Law, Business, Psychology, Social Sciences) - Experience of managing dispersed or remote teams - Experience of setting and monitoring KPIs for a service - Experience of leading the marketing of a service

3. SKILLS & KNOWLEDGE

Essential
- Understanding of multi-site library provision - Knowledge of pedagogical principles - Excellent understanding of teaching and learning within a HE context - Understanding of and interest in the application of technology in education

4. BEHAVIOURAL SKILLS

Essential
- Ability to work under pressure to deadlines - Work on own initiative to problem solve - Proactive, innovative and flexible approach - Able to inspire and motivate others - Excellent interpersonal skills; communicate clearly and deal calmly with difficult situations - Adaptable and co-operative - Confident building relationships and networks - Reflective practitioner

5. SPECIAL CIRCUMSTANCES

Essential
- Flexibility in working hours required to meet the demands of role and the service e.g. delivering and supporting weekend or evening teaching sessions - Regular travel to campuses to meet and support wider User Experience team colleagues