

Job Description

Job Title:	Director of Library Service
Role:	Director
Department:	Library Service
Reporting to:	Provost and Deputy Vice Chancellor
Location:	Any Campus
Direct Reports:	Deputy Director – Library User Experience, Head of Library Collections & Research, Head of Library Digital Education

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.

Main Function of Job

Provide senior leadership, management and professional expertise in shaping an innovative, proactive and responsive service supporting the learning, teaching and research needs of all students and staff of the University.

Specific Responsibilities:

Leadership and management

- Work with the University Senior Management team and relevant stakeholders, including the relevant Programme Directors, to develop and deliver an innovative Library Service strategy which transforms for a 21st century, digitally-focused University. Ensure strategic alignment with key University strategies, including the Learning and Teaching strategy, the Future Academic Model, the Skills Academy and the Information Technology strategy.
- Represent and create a clear identity for the Library Service across the University. Actively work with other operating functions and Directorates to ensure consistency of service delivery and the collective achievement of the University's strategic objectives.
- Collaborate with other Directors across the University to share best practice, identify and manage risks whilst leading cross-functional projects.
- Lead and manage the development of high quality, efficient and sector leading library, learning and digital skills services and infrastructure which is responsive, accessible and effective, working closely with students and academic and professional service colleagues.

- Oversee the development and management of the technical infrastructure that supports all aspects of the department's responsibilities for managing, giving access to and preserving information resources, digital skills and research outputs.
- Develop and implement operational and strategic plans for the Library Service. Contribute to the strategic planning process for the operating function working closely with the relevant Board Member.
- Define and deliver against high quality service standards across all aspects of the service, including KPIs and external measurements such as the National Student Survey, the Teaching Excellence Framework and Customer Service Excellence, so as to recognise the positive contribution to the University's achievements.
- Review and evaluate the area of work to support continuous improvement of departmental activity and high performance of the University in the TEF and national league tables.
- Work with Campus Management teams to ensure that delivery of campus library services meets service level agreements and balances both University-wide and local support as appropriate.
- Maintain operational budgetary control. Plan and manage the human, financial and physical resources within the department and ensure cost-effectiveness and value-for-money from the University's investment in services and resources.
- Maximise the impact of the Library's physical estate in conjunction with key colleagues such as Campus Deans and the Director of Estates, to achieve learning and research outcomes, through development of high quality learning space, working to ensure fitness for purpose in a context of changing information provision and student/staff expectations.
- Work in accordance with the University's Equality, Diversity and Inclusion Policy, promoting equality and diversity in the workplace, and be responsible for health and safety matters across the Library Service.
- Develop opportunities for the creation of new business or increased revenues across the University.
- Champion the University's Vision, Mission, Values and portfolio of programmes and services taking responsibility for integrating these into the operational areas.
- Support the University's student complaints, disciplinary and appeals processes – this will include investigating complaints/complaint appeals, conducting disciplinary hearings/disciplinary appeals and sitting on decision panels.

Learning and Teaching

- Develop strong relationships at all levels both within the University, with students and within the HE sector. Work closely with university, sector and professional colleagues to implement appropriate developments that broaden and strengthen the offering for students and staff.
- Oversee the development of research support offered by the department as the requirement grows, including the support for the management of research publications, research data and advocacy for open access to outputs, and the development of appropriate information support for researchers.
- Develop and implement an open access repository portal / database for research publications.
- Provide strategic oversight of departmental support for student engagement with learning including progression and retention, through learning development and generic skills delivery supported by appropriate virtual resources.

- Lead the innovative development of academic and lifelong learning skills through the Skills Academy, particularly the development of digital skills that support retention and the academic success of all students and staff.
- Develop, manage and sustain positive working relationships with faculties and other professional services departments to deliver innovative and integrated partnerships, projects and services for the benefit of excellent learning teaching and research activities.
- Promote Library Services to the whole University community and maintain effective routes for receiving feedback from Faculties and service users. Act upon feedback to continuously improve and enhance the quality and impact of library, learning and digital skills.
- Develop and manage the University's collections of electronic and printed resources that support the changing academic portfolio of programmes and research and the changing user needs, particularly in the development of the digital library, with comprehensive access to e books, e journals, databases, data and digital objects.

Professional

- Lead, motivate and inspire all staff within the department and, and constantly seek to create a climate where others are empowered to ensure positive professional engagement and development.
- Provide professional leadership on library and information management issues through positive engagement with relevant policy and professional bodies and networks, both nationally and internationally.
- Provide professional leadership on digital learning, and how students and staff can enhance their digital literacy and capabilities.
- Promote and raise the profile of the University within the legal and academic information profession, through attendance and speaking at conferences and participation in professional events.

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned by the Provost and Deputy Vice Chancellor or Vice Chancellor/CEO.

The post 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 as at August 2022. It may vary in consultation with the post holder to reflect changes within the market place, the function and the University.

Person Specification

Job Title: Director of Library Service

Role Level: Director

Department: Library Service

1. EDUCATION

Essential	Desirable
- Higher Degree/Post-graduate qualification - Relevant professional qualification	- Relevant management qualification - HEA fellowship

2. EXPERIENCE

Essential	Desirable
- Leadership and expertise at a senior level in a university or similar environment, including management of sizeable teams and budgets - Experience of transforming library and/or learning services and resources and leading staff through change - Experience and expertise in the development and implementation of strategic and delivery plans, policies and procedures to achieve agreed objectives and enhance service levels - In-depth knowledge and understanding of working in higher education, including meeting the needs of diverse students and staff	Experience of managing teams in a multi-site institution

3. SPECIAL SKILLS & KNOWLEDGE

Essential	Desirable
- User-focused approach to enable student success - Excellent strategic management, planning and organisational skills - Excellent communicator with confident and open interpersonal skills - Strong advocacy, influencing and negotiating skills - Creative and innovative approach to identify new opportunities and new ways of working - Strong leadership, people management and decision-making skills - High degree of problem-solving skills	

4. BEHAVIOURAL SKILLS

Essential	Desirable
- Proactive and constructive thinker able to take personal initiative and make timely decisions in the best interests of the University - The University's values Compassion, Commitment, Courage, Change and Community, should be core to the approach and attitude of the post holder - Ability to work under pressure to tight deadlines	Politically aware of culture and environment

5. SPECIAL CIRCUMSTANCES

Essential	Desirable
- Flexible approach to work and willingness to change working patterns as needs change - Travel between Campuses will be required	