

Job Description

Job Title:	Library & Learning Engagement Manager
Career (R&R) Level:	Team Manager / Team Leader
Department:	Library & Learning Skills
Reporting to:	Director – Library & Learning Skills
Location:	Hybrid
Direct Reports:	n/a

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 Engagement 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 activities aimed at engaging students with LLS services (especially those who choose not to visit traditional library spaces) and establish new ways to take the range of LLS services to them. They are responsible for 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 on the development of LLS engagement and promotional activities aimed at current students and staff
- Oversee all LLS operational activities undertaken in library spaces to ensure that these day-to-day responsibilities are balanced with, and support, the University's, and LLS, strategic aims
- Promote LLS services and partner with operational managers and other key senior colleagues across ULaw to understand any challenges and identify opportunities to better support students

- Build and maintain effective working relationships with library colleagues at our partner institutions and oversee service delivery to ensure that this is of sufficiently high quality
- Ensure Equality, Diversity & Inclusion and Environmental, Social & Governance considerations permeate our offering
- Collaborative working with stakeholders at all levels to gather insight and co-create services

Reporting lines:

- The Library & Learning Engagement Manager reports directly to the Director of Library & Learning Skills.

Specific Responsibilities:

Continuous service improvement and delivery

- Lead and champion the promotion and delivery of LLS services, including outside traditional library spaces
- Oversee LLS services offered on campus in library spaces to ensure that these are meeting service and University needs and student expectations
- Work in partnership with senior colleagues across ULaw to review LLS operational activities and agree service level agreements
- Act as a key LLS contact for operational teams across ULaw for areas such as health & safety, space management and IT
- Steer LLS approach to Equality, Diversity & Inclusion and Environmental, Social & Governance commitments
- 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

Student engagement and advocacy

- Lead LLS approach to partnering with students in the design and development of LLS services
- Oversee activities and data gathering that enhances our understanding of students' engagement and usage of LLS services
- Manage service improvement projects resulting from data and insight gathered
- Manage LLS attendance and messaging at campus and programme events such as SSLCs and Open Days
- Oversee LLS approach to induction for new and returning students
- Oversee the design of promotional materials and activities

Shared campus-based duties

- Deliver all LLS services on campus in line with agreed service-wide standards set by this post in collaboration with the Library & Learning Services 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 and the Library & Learning Services Manager

- 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 Leadership 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 September 2025. It may vary in consultation with the post holder to reflect changes within the market place, in LLS and the University.

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

Print Name:

Date:

Person Specification

Job Title: Library & Learning Engagement 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 operational experience in a library or study skills context	• A professional qualification in Library or Information, or academic skills / student learning development • A qualification relevant to marketing or promotions

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 and 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 promoting and marketing services	• Experience of working with and/or presenting to, senior colleagues • 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 & prioritise own workload • Able to work under pressure to deadlines	• Ability to build strong and effective relationships with people at all levels, including influencing senior colleagues

5. SPECIAL CIRCUMSTANCES

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

