

ual:

Job description and person specification

Assistant Learning Resource Manager

Job description

Job title	Assistant Learning Resource Manager
College/Service	Education
Department/Team	Library Services
Accountable to	Learning Resource Manager
Contract	Permanent
Term	35 hours per week, 52 weeks per year
Grade	Grade 5
Salary	£ 42,477 - £50,961
Location	Central Saint Martins There is some working from home available with this role
HERA Reference	TBC

Purpose of the role

To deliver high-quality customer-focused library services at the University of the Arts London (UAL). To support learning, teaching and research activities through the efficient day to day management of local library services and support at your designated site. Promote and enable access to resources, collections and services across UAL, co-ordinating the work of your team to provide inspiring services and spaces.

You will attend local operational meetings and represent your team and service at local level. You will deputise for the chair of an operational group within the LSS governance structure, contributing to cross service co-ordination and development in that area.

Key duties and responsibilities

Customer Service

1. Co-ordinate and participate in effective enquiry services and communications with our users in person and online, providing a high-quality customer-focused service.
2. Manage and maintain physical resources and space within the local library and learning zone liaising with contractors and colleagues as required.

3. Oversee the management and maintenance of the Library Services equipment and digital technology. Co-ordinate first line support services for digital technology, software, and digital literacy.

Teaching and learning support

4. Co-ordinate the delivery of learning support in line with departmental strategy; including allocation of course librarians and participation in academic monitoring processes such as Boards of Study and validations.
5. Engage with developments in libraries, teaching and learning within the University of the Arts London, and the FE/HE sectors. Share best practice to improve the quality and delivery of learning support in Library Services. Promote the service internally and also to the wider academic and professional community through participation in external professional networks.

Collections

6. Liaise with Resource and Systems teams to support the creation and maintenance of an inclusive and relevant collection for your site.

General

7. To deputise as chair on a cross service working group, contributing to service-wide developments in this area of responsibility according to operational priorities of the group.
8. To support financial management and planning through responsibility for specific budgets as allocated by the Learning Resources Manager.
9. Co-ordinate the collection and monitoring of management data, learning support statistics, and student feedback, reporting to library services senior management group as required.
10. Manage the library services team and individual team members as required. This includes supporting timetabling, staff recruitment, performance management and other policies within our People Strategy as appropriate.
11. Attend Senior Manager Team meetings and contribute to Library Services operational planning and annual monitoring processes as required. Deputise for the Learning Resource Manager as required.
12. Develop Library Services policies and procedures and contribute to and take part in Library Services projects or activities as required.
13. Represent the department at internal and external meetings feeding back to colleagues as required.

Management responsibilities

- Budgets as allocated

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- Staff teams
- Line management of assistant academic support librarians and Academic Support Librarians and other staff as required
- Responsibility for liaising with relevant teams to manage buildings, health and safety and equipment.

Key working relationships

- Service managers (Academic Support Librarians, Learning Resources Managers)
- Library Services colleagues
- UAL Academic staff
- Library users
- External partners
- Local Estates teams

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal (PRA) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.
- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.
- You may be required to regularly travel to other sites as necessary

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- We are looking for someone with a degree level qualification and/or relevant library qualifications
- Experience in a Library or other education or Information role, line management experience and a keen interest in further developing their management skills

Communication skills

- Written and oral communication skills including for presentations. Strong interpersonal skills and the ability to make people feel comfortable and to listen and respond in a diplomatic and inclusive manner.

Leadership and management

- Manages individuals, services and teams effectively. Has good knowledge of information management practice

Research, teaching and learning or Professional practice

- Advanced research skills and ability to adopt effective training skills and apply professional practice to support learning development.
- Digital skills including understanding databases such as the library management system, confidence using IT hardware such as printers and software including Microsoft Office 365
- An understanding of collection care and a demonstrable interest in improving service delivery, customer service standards and library engagement.
- Contributes to advancing professional practice/research.

Planning and managing resources

- Demonstrate flexibility to plan, prioritise and organise own work and that of the team to achieve objectives on time.
- Manage multiple tasks and work calmly under pressure.
- Basic budget management skills.

Teamwork

- Ability to lead and work collaboratively as part of a team, including with different professional groups
- Leading by setting objectives and managing priorities, completing shared tasks, and asking for and giving support as needed

Student experience or customer service

- Strong customer focus with the ability to work as a key contact to provide a responsive and professional service to meet diverse student and customer needs in an inclusive way.

Creativity, innovation and problem-solving

- Uses initiative and creativity to resolve day-to-day-problems using a range of library systems and processes, and to develop new practice.