

ual:

Job description and person specification

Learning Resource Manager

Job description

Job title	Learning Resources Manager
College/Service	Education
Department/Team	Library Services
Accountable to	Associate Director of Services and Support
Contract	Choose an item.
Term	XX hours per week, XX weeks per year
Grade	Grade 6
Salary	£50,961.00 - £61,398.00 per annum
Location	UAL - Various sites, London UK . (LCC and Library hubs) There is some working from home opportunities available with this role
HERA Reference	

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 managing local library services and support at your designated site/s. Promote and enable access to resources, collections and services, across UAL, leading a hybrid team to provide inspiring services and spaces.

You will attend local operational meetings and build effective relationships with key stakeholders. You will chair an operational group within the LSS governance structure, leading on cross service co-ordination and development in that area. This role is part of the Library Services senior management team, contributing to the strategic and operational development of our services.

Key duties and responsibilities

Customer Service

1. Oversee effective enquiry services and local communications strategy to communicate with our users in person and online, providing a high-quality customer-focused service.
2. Develop and manage physical resources and space within the local library and learning zone
3. Oversee the maintenance and development of the Library Services equipment and digital platforms. Co-ordinate first line support services for digital technology, software, and digital literacy.

Teaching and learning support

4. Develop and co-ordinate the delivery of learning support in line with departmental strategy; including induction, information literacy and research skills and one-to-one tutorials.
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.

Academic liaison

6. Provide support to students and teaching staff by establishing effective working relationships between local site teams and academic staff. Attend college meetings; ensure the development of local library services to support changing profiles of the UAL academic community and UAL and college strategy.

Collections

7. Develop and manage an inclusive and relevant collection for your site, contributing to the wider UAL service offer through development and co-ordination with the wider UAL collections.
8. Oversee budgets for local collections, services and spaces to manage sustainable purchasing and value for money for our resources.

Management

9. To provide operational leadership to a cross service XXX Group, leading service-wide developments in this area of responsibility according to strategic priorities set by the relevant associate directors and the senior management team.
10. Monitor and analyse management data, learning support statistics, and student feedback, reporting to local meetings and library services governance groups as required.
11. Lead the library services team and manage team members as required. This includes supporting staff recruitment, performance management and other policies within our people strategy as appropriate.
12. Attend the Library and Student Support Senior Managers Forum and contribute to LSS operational planning and annual monitoring processes. Deputise for the associate director for services and support as required.

General

13. Develop Library Services policies and procedures and contribute to and take part in Library Services projects or activities as required.
14. Represent the department at internal and external meetings feeding back to colleagues as required. Ensure the representation and integration of library services in wider UAL development.

Management responsibilities

- Budgets as allocated
- Staff teams
- Line management of assistant learning resource managers and other staff as required
- Responsibility for liaising with relevant teams to manage buildings, health and safety and equipment.

Key working relationships

- Library and Student support service managers
- Library Services colleagues
- UAL college and academic staff
- Library users
- External partners

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 and internationally 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, management experience and a keen interest in developing their leadership skills
- An understanding and knowledge of current developments in Higher Education

Communication skills

- Articulate and persuasive written and oral communication skills, including in the use of data to construct a narrative. Strong interpersonal skills and the ability to make people feel comfortable, adapting their style as needed. Able to listen and respond in a diplomatic and inclusive manner.

Leadership and management

- Leads large and complex teams effectively, including those with distributed staff and indirect reports. Inspires and supports individuals to do their best work; Has an advanced knowledge of Information management practice.

Research, teaching and learning or Professional practice

- Advanced research skills and ability to adopt effective teaching and coaching skills and

apply professional practice to support learning. Digital skills including understanding databases and library management systems, confidence using IT hardware 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.

Planning and managing resources

- Demonstrate flexibility to plan, prioritise and organise own work and that of the services teams to achieve objectives on time. Manage multiple tasks and work calmly under pressure. Use data management to inform decision making and for sustainable and devolved budgets for collections, staff and services.

Teamwork

- Builds effective teams, fostering collaborating with diverse networks and communities to co-create successful projects and services setting objectives and managing priorities, completing shared tasks, and asking for & giving support as needed.

Student experience or customer service

- Strong customer focus with the ability to design and deliver 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 complex problems using a range of techniques and recognised management practices. Actively engages in developing new ideas to develop and implement innovative professional practice to enhance our services.