Job Description

Post title: Head of Library Planning, Programmes and Assurance

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Standard Occupation Code:	Not applicable
School / Department:	Library
Faculty / Directorate:	SED
Job Family:	Management, Specialist and Administrative (MSA)
Grade:	Level 5
ERE Pathway (if applicable):	Not applicable
Post reporting to:	Deputy Director of Library & Learning Services
Post line report(s):	3 x Engagement Librarians
Post base location:	Hybrid: Campus / Home

Job purpose: To plan and organise the work of a professional or specialist area of activity, usually with various closely related specialisms, projects or work streams. Typically manage a team and/or be specialist individual practitioners making a significant contribution to the delivery of key University functions and/or projects through the application of professional and/or specialist knowledge and experience.

- Lead the planning, coordination, and delivery of strategic programmes, projects, operational planning, and quality assurance.
- Oversee a portfolio of initiatives, including transformation projects, service reviews, and continuous improvement activities.
- Manage the Connecting Collections team and oversee the exhibitions programme.
- Provide specialist expertise in project management, governance, risk, and change management to support effective decision-making.
- Liaise with University strategy teams and sector networks to ensure compliance with institutional frameworks and sector standards.
- Champion data-informed approaches and stakeholder engagement to demonstrate the impact of the Library on student success, research, and operational excellence.

Key accountabilities and indicative time allocation:

1. **25%**

Manage a programme of work, usually including various closely related specialist themes, projects or work streams, or management of a large operational function.

- Manage the Library's portfolio of projects, ensuring delivery against strategic objectives and effective reporting.
- Develop and maintain core project documentation for new library projects.

- Represent the Library in University-wide strategic projects requiring project management expertise.

2. **10%**

Plan and organise individual and/or team activity in the medium-term, with an appreciation for longer-term requirements. Help determine priorities and allocate resources to meet planned objectives and requirements.

- Manage the Library Operational Plan, integrating strategy, operations, and performance.
- Design and deliver change strategies and readiness plans for major projects, supporting staff through transitions and embedding new ways of working.

3. **10%**

Apply in-depth practical and theoretical knowledge and understanding of a broad and/or specialised field to manage and deliver effective and efficient services, projects and/or operational outcomes that meet stakeholder requirements and are aligned with relevant strategies within the department and wider University.

- Lead on data and analytics initiatives, including development of dashboards and visualisations for management information.
- Champion data-informed decision-making and foster data skills across the Library.
- Undertake business analysis and service reviews to identify and implement improvements.

4. **10%**

Monitor service provisions and programmes of work. Monitor and report on compliance with relevant organisational plans, policies and procedures, and statutory requirements. Make appropriate interventions to meet objectives, requirements and quality standards.

- Maintain and update the Library risk register and project portfolio risk register, providing assurance to Library and University governance.
- Manage the reporting cycle for the Library Project Portfolio and Operational Plan.
- Coordinate policy development and review, ensuring alignment with University frameworks and sector standards (SCONUL, JISC).
- Lead and coordinate Equality Impact Assessments for major projects and embed Equality, Diversity and Inclusion principles into Library policies.

5. **10%**

Critically analyse, evaluate and interpret highly specialised information, data or concepts. Apply professional and/or specialist knowledge, experience and judgement in the absence of complete information, or where precedents may not exist. Propose, test and implement creative and innovative solutions as appropriate.

- Lead on the collection, analysis, and reporting of key data for Library service provision (e.g., SCONUL, NSS, internal KPIs).
- Manage a team to develop dashboards and visualisations to widen self-service access to data.
- Produce actionable insights to inform strategic decision-making and resource allocation.

6. **5%**

Take a leading role in service development. Develop new and improved procedures as required for current and future service delivery.

- Drive continuous improvement and innovation through data insights and service reviews.
- Facilitate process improvement projects and staff engagement with innovation.

7. **5%**

Report and advise at senior levels within the University (e.g., Directors, leadership teams, project boards, University Committees). Build working relationships with key stakeholders within and beyond the University, including through relevant professional networks. Use persuasion and influence to foster and maintain relationships. Share, promote and help embed best practice and innovation, within and beyond the University.

8. **5%**

Contribute to medium-term departmental planning processes, including budget and resource planning for the Library's programme of exhibitions and events. Demonstrate an appreciation of longer-term requirements.

9. **15%**

Within matrix team working, line manage team members and/or individual specialists to deliver effective and efficient services that meet stakeholder requirements. Set expectations, monitor progress, conduct appraisals, formulate development plans and provide advice, guidance and coaching as required to ensure the successful achievement of individual and collaborative objectives. Conduct recruitment, induction and probation activities as required.

10. **5%**

Any other duties as allocated by the line manager following consultation with the post holder.

Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

Knowledge, Experience and Qualifications

Essential

- Well-rounded theoretical knowledge and understanding of the required professional or specialist discipline, accompanied by extensive practical and/or managerial experience.
- The required level of knowledge and understanding will normally have been gained through some or all of the following:
    - Considerable work experience, ideally accredited through registration with a relevant professional body.
    - Vocational training
    - Formal qualification(s) equivalent to Level 7 of the Regulated Qualifications Framework e.g. master's degree, postgraduate certificate, diploma or Level 7 award, certificate, diploma.

Desirable

- PRINCE2 / APM Qualification or similar project management qualification.

Teamwork and Communication

Essential

- Effectively manages team dynamics, creating an environment that engages and motivates others.
- Provides expert advice, guidance and recommendations on complex issues.
- Fosters and maintains working relationships within the department and wider University.
- Uses persuasiveness and positively influences others to achieve outcomes.

Planning, Organisation and Resource Management

Essential

- Plans and manages significant new projects or work activities, ensuring plans complement wider strategic plans.
- Appreciates University priorities and applies these in managing work.

Problem Solving and Initiative

Essential

- Formulates development plans to meet current and future skill requirements.
- Applies knowledge, experience and understanding of a professional, specialist or technical field to inform work plans, based on a detailed understanding of the theory and/or principles underpinning the field of work.
- Uses initiative, professional and/or specialist judgement and originality to resolve problems and develop revised policies and procedures, where required.

Job Hazard Assessment

A full health clearance is required for this role where any hazards marked "^", using the agreed Occupational Health referral template available from here. Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

Physical Environment

Working outside ^	Not applicable
Exposure to noise levels >80dbA ^	Not applicable
Working with dust or fumes ^	Not applicable
Working with skin irritants ^	Not applicable
Working with chemicals (industrial or cleaning) ^	Not applicable
Working in a confined space ^	Not applicable
Working at height ^	Not applicable
Working with sewage ^	Not applicable
Contact with cytotoxins ^	Not applicable
Exposure Prone Procedure (EPP) work ^	Not applicable
Contact with clinical specimens or pathology work ^	Not applicable
Direct patient care or patient contact	Not applicable
Exposure to temperature extremes	Not applicable
Frequent hand washing	Not applicable
Ionising radiation	Not applicable

Psychological and Social Environment

Working shifts ^	Not applicable
Working nights ^	Not applicable
Lone working	Not applicable
Working with children	Not applicable
Exposure to persons with challenging behaviour	Not applicable
Working with larger groups	Not applicable

Equipment, Tools and Machines

Working with vibrating machinery or tools ^	Not applicable
Driving duties e.g. LGV, PCVs, forklift trucks ^	Not applicable
Food handling	Not applicable
Contact with latex	Not applicable

Physical Abilities

Prolonged physical movements or actions e.g. walking ^	Not applicable
Prolonged Standing or Sitting ^	Not applicable
Moving or handling heavy loads ^	Not applicable
Repetitive pulling or pushing ^	Not applicable

Repetitive climbing (steps, stools, ladders, stairs) ^	Not applicable
Repetitive crouching, kneeling or stooping	Not applicable
Repetitive lifting	Not applicable
Fine motor grips (e.g. pipetting)	Not applicable
Repetitive reaching below shoulder height	Not applicable
Repetitive reaching at shoulder height	Not applicable
Repetitive reaching above shoulder height	Not applicable