Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details

Faculty/Directorate	Academic Services
School/Department	Library and Cultural Services
Team	Library Experience
Job Title	Library Operations and Space Manager
Grade	8
Hours of Work	Full Time
Contract Duration (Perm/Fixed Term)	Perm
Reports To (Job Title)	Head of Experience and Operations
Responsible For (Job Title)	Library Experience Co-ordinators

Principal Accountabilities

Lead the development and optimisation of Library and Cultural Services spaces, ensuring they are adaptable to evolving student, teaching, learning and research needs, and support accessibility, inclusion and wellbeing.

Lead the operational delivery of Library Experience, ensuring the effective and efficient use of staffing, systems and physical resources. Maintain safe, inclusive and well-managed environments that maximise utilisation and support a high-quality user experience.

Provide dynamic leadership and direction for the Library Experience team, working in partnership with the Library Experience Manager to build a flexible, resilient and high-performing service. Foster a strong ‘one team’ culture with shared values, placing users at the heart of service and decision-making.

Key Tasks

Leadership and Management

Support the Head of Experience and Operations in shaping and delivering strategic improvements to operations and space management aligned to the University’s teaching, learning and research priorities. Monitor, evaluate, and evidence the impact of these initiatives.

Provide leadership, direct line management and matrix management of the large Library Experience team in partnership with the Library Experience Manager. Ensure clear objectives, high performance, and a strong focus on continuous professional development.

Lead the development and embedding of a shared culture and values, empowering Library Experience staff to deliver excellent, inclusive and user-centred services in support of the University's vision and strategies.

Identify, plan and deliver projects and improvements that support service delivery, working with colleagues to ensure priorities are met and changes are embedded.

Develop and utilise data, performance metrics, user feedback and insight and evaluation frameworks to inform decision-making, drive continuous improvement, and demonstrate the impact and value of Library Experience services.

Deputise for the Head of Experience and Operations and provide cross cover for the Library Experience Manager as required.

Operations Management

Lead the effective operational delivery of Library Experience services, ensuring staffing, systems and processes are aligned to demand and support a consistently high-quality, efficient and reliable service.

Develop and implement staffing models, rotas and working patterns that make effective use of team capacity, ensuring services meet user needs while supporting staff wellbeing and a positive working environment.

Lead operational planning and coordination, using data and user insight to inform decision-making and ensure services are efficient, resilient and able to respond effectively to changing demand, incidents and emerging requirements.

Oversee the Library Experience team operations at the off-site store and the continued development of the Click and Collect model enabling users to access physical library resources efficiently and effectively.

Oversee the operation, maintenance and continuous improvement of physical library systems and technologies, including self-service kiosks, access control, security systems and automated stock management (e.g. sorters).

Ensure robust health and safety management across Library spaces, embedding a strong safety culture and ensuring compliance with all relevant policies, legislation and good practice.

Develop and maintain operational policies, procedures and standards to support service excellence ensuring consistent, efficient and compliant service delivery.

Lead on incident and business continuity management for Library Experience in partnership with the Service Development Team, ensuring appropriate escalation, communication and resolution of issues.

Contribute to service delivery where required, including participation in operational rotas (evenings, weekends and bank holidays), demonstrating visible leadership and supporting frontline excellence.

Space Management

Lead the planning, development and optimisation of Library spaces to support a range of user needs and inclusive, accessible use of the buildings.

Work collaboratively with Estates, Facilities and other University stakeholders to ensure effective management, maintenance and development of Library buildings and infrastructure and ensuring the user perspective is included in all works planning.

Use space utilisation data, user behaviour insight and sector trends to inform the design, layout and continuous optimisation of study environments, overseeing zoning, occupancy and appropriate use of space to maximise accessibility, utilisation and the overall quality of the study environment.

Ensure Library spaces provide a safe, welcoming and inclusive environment that supports wellbeing, independent study, collaboration and academic success, meeting the needs of a diverse user community.

Ensure all services and processes align with good practice in accessibility, inclusion, and data protection (including GDPR), undertaking reviews and Equality Impact Assessments as required.

Work in close collaboration with the Library Experience Manager to ensure alignment between service delivery, operational priorities and the effective use of library spaces and buildings.

Relationships and Networking

Build and maintain strong, collaborative relationships across Library and Cultural Services to ensure a joined-up approach to operations and a consistently positive student experience.

Develop and sustain effective partnerships across Professional Services, particularly with Facilities, Estates, Security and IT&D.

Represent Library Experience at internal forums and cross-University groups, influencing service development and contributing to institution-wide initiatives and priorities.

Actively engage in relevant external networks and professional communities to share good practice, contribute to sector-wide developments, and identify opportunities for collaboration at local, regional and national levels to enhance the profile, reputation and impact of Library Services and the University.

Proactively contribute to initiatives and developments across Library and Cultural Services.

Contribute positively to the culture and ways of working within Library Services, acting as a role model for collaboration, professionalism and continuous improvement.

Special Features

Owing to the particular responsibilities of the post, there will be some times of the year when it will either not be possible for the post holder to take annual leave, or be necessary to limit the amount of annual leave that can be taken.

Some UK travel may be occasionally required, as appropriate.

Evening, weekend and bank holiday working will be required on occasion.

Miscellaneous

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of

significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

You are responsible for applying the University's Equality, Diversity and Inclusion Policy.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You are responsible for assessing and managing risk for all elements of work within your own area/team and for ensuring effective risk management processes are in place.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Demonstrable leadership skills with the ability to inspire, motivate and develop high-performing teams	E
		1.2	Excellent communication, influencing and relationship-management skills.	E
		1.3	Ability to lead successful change and drive continuous improvement while ensuring effective operational delivery Ability to interpret data and translate insight into service improvements	E
		1.4	Strong organisational skills with the ability to manage multiple priorities effectively	E
		1.5	Ability to build effective working relationships and collaborate across teams and services	E
		1.6	Ability to design, implement and monitor operational processes, service standards and procedures to ensure high-quality delivery	E
		1.7		E
2	General & Specialist Knowledge	2.1	Strong understanding of customer service delivery in an operational context, ensuring services are efficient, consistent and responsive	E
		2.2	Knowledge of service development, continuous improvement and performance measurement approaches	E
		2.3	Understanding of health & safety, accessibility, inclusion and data protection requirements (including GDPR)	E
		2.4	Awareness of digital service delivery and the use of technology to support operational efficiency, reporting and service management	E
		2.5	Knowledge of academic library services, systems and the broader higher education environment	D
		2.6	Awareness of current trends and innovations in the academic library and HE sector	D

3	Education & Training	3.1	Degree or equivalent professional experience	E
4	Relevant Experience	4.1	Experience of leading and managing complex operational and customer-facing services	E
		4.2	Experience of improving operational processes, service efficiency and delivery outcomes whilst centring the user experience	E
		4.3	Experience of managing and developing staff, including performance management and team development	E
		4.4	Experience of working collaboratively across organisational boundaries to deliver projects and maintain operational excellence	E
		4.5	Experience of using data, insight and user feedback to inform decision-making and drive improvement	E
		4.6	Experience of managing projects or service developments and delivering outcomes	E
		4.7	Experience of working in an academic library environment	D
5	Special Requirements	5.1	Evidence of, and commitment to, ongoing personal and professional development.	E
		5.2	A commitment to Equality and Diversity and Inclusion	E
		5.3	The ability to travel occasionally within the UK.	D
		5.4	Evening, weekend and bank holiday working will be required on occasion.	E
Date of Revision			June 2026	