

JOB DESCRIPTION

Job Title:	Library Operations Team Leader	Grade:	SG7
Department:	Libraries & Academic Enhancement / Information and Library Services (ILS)	Date of Job Evaluation:	May 2023
Role reports to:	Stockwell Street Library Manager		
Direct Reports	Customer Support Assistants LITSA (Library & IT Support Assistants) Student workers and outsourced agency staff		
Indirect Reports:	Library Services Assistants		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

To be a member of the Stockwell Street Library team contributing to all aspects of the Library front-line services.

To supervise a team of operational front-line support staff.

To promote and maintain a responsive and proactive team culture that evokes a highly effective, efficient user-focussed service.

To assist the Library Manager with achieving service-based strategic objectives.

To analyse user needs and requirements and make recommendations on appropriate support procedures, technical standards, study environment, information and other developments as appropriate.

To ensure services are aligned with University strategies and the changing demands of the users and technological and service developments.

KEY ACCOUNTABILITIES:

Team Specific:

Management

- To support the Library Manager in the day-to-day delivery of front-line library services to staff and students; this will include, but not be limited to:
 - Allocating day-to-day work tasks
 - Documenting, tracking and monitoring service requests, incidents and problems to ensure resolution in a timely manner
 - Implementing procedures so that service levels are maintained
 - Ensuring daily cover for the user facing front-line as required

- Engaging in the operational activities of the user facing front-line as necessary
 - Monitoring the effectiveness and efficiency of the Stockwell Street Library Operations staff activities
 - Providing statistics and benchmark data for front-line performance
 - Assisting the Library Manager in the management of opening hours of the library including extended opening hours
 - Implementing visitor policies
- To supervise the team of staff responsible for delivering front-line Library user support services.
- To plan, organise and communicate the overall user services rota taking into account service priorities, availability and working practices to ensure services are supported, delivered effectively and developed to match the changing priorities and strategies of the University.
- To be responsible for the mentoring and development of nominated staff through 1-2-1s and using the University's appraisal system and to deal with staffing issues quickly and effectively in line with HR procedures and policies.
- To recommend and implement related training programmes for new and existing User Services operational staff to reflect the current and expected needs of the service and its users.
- To encourage forward thinking and innovative working within teams and colleagues to deliver the vision and targets of ILS and the University.
- To actively monitor developing services within the sector, making recommendations about their relevance to the activities and strategies of the service and University.
- To oversee support for users with routine use of IT including using basic software, LapSafe laptop loans, printing and Wi-Fi.
- Proactively monitor and manage library bookable spaces including Group Study Rooms, dealing with any issues in a prompt manner
- Incorporating feedback, continue to evolve services and support provision.

Service Delivery

- To ensure that all users have access to the support and service required to assist them in their day-to-day use of the Library within Service Level Agreements.
- To ensure Library users' queries are dealt within an appropriate, effective and timely fashion by the most appropriate person.
- To provide tactical and operational advice and guidance to support teams and external organisations so that services and information are delivered on time and with a high level of user satisfaction.
- To participate in the production and review of user documentation or web-based information.

Service Performance

- To work within service level agreements and KPIs as promoted by the Library Manager.
- To provide regular reports as requested by the Library Manager.
- To liaise with key external organisations to resolve user or operational issues.

Service Review

- In consultation with the Library Manager, to implement the delivery or introduction and support of service changes.
- To participate in the development and rollout of an annual performance review and planning cycle as required.

Generic:

- To keep up-to-date with current professional learning, teaching and information technology developments in order to improve and enhance the users' experience.
- To establish and maintain professional working relationships with colleagues within the University at all levels and with external organisations and individuals.
- To use judgement and initiative to resolve common and infrequent problems that may arise.
- To identify the priorities that the service must support, particularly with regard to the student experience.
- To act fully in the interests of the University.

Managing Self:

- To lead by example and to set aspirational goals for the front-line teams.
- To recognise and celebrate successes of team members and colleagues.
- To understand and promote the need to be able to respond to users in a calm and understanding manner at all times, inspiring confidence in the users to ensure their needs are understood and acted upon.
- To supervise and lead the team fairly, sharing and distributing knowledge, supporting team members and showing an ability to work collaboratively whilst able to take initiatives and show judgement.
- To understand the strategies and targets of the University in changing economic climates.
- To be self-motivated, flexible and show resourcefulness when dealing with tasks.
- To be accountable for own actions and take ownership of issues as they arise.
- To be a responsive and supportive member of the overall Stockwell Street Library Operations team.
- To work to service deadlines and project timelines.
- To be responsible for maintaining own professional development including advancing knowledge of best practice in Library Services and emerging technological advances.
- In the absence of the Library Manager act on their behalf in collaboration with other members of the Stockwell Street Library team.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible

- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.
- Willingness to undertake training as and when required and attend other sites as necessary.

Additional Requirements:

- From time to time assist with work of a similar level and nature in other areas as required
- To travel to all campuses and sites of the University as and when required
- To contribute to evening and weekend work if required and cover all areas of the service if resources fall below critical levels.
- Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.
- This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the directorate delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Delivery of prompt and high-quality service to staff and students.
- Improved methodologies to ensure first-time resolution of issues, or ease of access to relevant user information.
- Evidence of a cohesive and proactive team with clearly defined and appraised professional development routes.
- Team understands and is committed to the philosophy of the University Strategic Plan and Mission.
- User satisfaction levels rise steadily (measured by feedback, complaints and surveys).
- Delivery of work to agreed timescales.
- Self-service available to all users.
- Prompt resolution of tickets and booking requests.

KEY RELATIONSHIPS (Internal & External):

- Staff and student users at all levels, on campus and supported remotely
- Systems Librarian
- Academic Services Librarians
- ILS IT teams
- ILS Heads of Service
- University offices such as Student and Academic Services, Estates and Facilities Directorate and the Health & Safety Unit
- Human Resources Directorate
- Stockwell Street Reception and Security staff
- Outsourced Agency staff
- Students' Union
- External visitors

PERSON SPECIFICATION	
Essential	Desirable
Experience <ul style="list-style-type: none"> • Extensive experience working in a pressured service delivery environment • Wide-ranging practical and theoretical knowledge of the major services delivered by ILS to all University users • Extensive experience in the delivery of information support services • Experience of managing change 	Experience <ul style="list-style-type: none"> • Experience in the management and delivery of projects • Working in the Higher Education sector in a service delivery role • Experience of working in a University Library • Experience of working with library management system
Skills <ul style="list-style-type: none"> • Evidential staff supervision skills to maintain harmony and effective working with the team • Excellent communication and presentation skills • Clear user focussed approach to work with the ability to respond flexibly to change • Robust technical knowledge, troubleshooting and problem solving skills • Excellent IT skills including the use of MS Office/365 • Excellent organisational skills and the ability to prioritise and manage a wide and varied workload • Ability to work under pressure and adapt to tight deadlines • Ability to take initiative but also to distinguish between the need to make a decision and when to defer • Ability to provide information and opinions to contribute to others' decision making processes 	Skills <ul style="list-style-type: none"> • Experience of working within an environmental sustainability context • Experience of working with a ticketing management system • Knowledge of mobile devices and developments in information technology. • Experience of managing booking and lending systems • Experience of working with a procurement system

<ul style="list-style-type: none"> • Ability to provide clear, concise and persuasive written and oral communication • Ability to adapt services and systems to meet users' needs and to identify improvements • Ability to analyse and report on user data and feedback • Willingness to maintain and develop technical and personal skills in line with the evolving nature of the work • Experience of developing training material using a variety of methods and where necessary presenting that material face to face 	
Qualifications <ul style="list-style-type: none"> • Educated to degree standard or demonstrable customer care experience within a relevant Library, educational management or business discipline 	Qualifications <ul style="list-style-type: none"> • Recognised management qualification • Project Management qualification (eg PRINCE2)
Personal attributes <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful 	Personal attributes <ul style="list-style-type: none"> • N/A