

JOB DESCRIPTION

Job Title: Head of Library Operations

Grade: SG9

Department: Libraries & Academic Enhancement / Information and Library Services (ILS)

Responsible to: Associate Director, Libraries & Academic Enhancement

Responsible for: Stockwell and Avery Hill Library Managers, Collections Manager

Key Contacts: Head of Medway Shared Library and IT Services, ILS Leadership Team

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: 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 act as the senior lead on the delivery of Library operations and services to staff and students across the university directly at Stockwell Street and Avery Hill and collaboratively at Medway. This scope includes library spaces and the development of Library collections for the whole university community. The postholder will work closely with colleagues in the wider directorate, ensuring all our services, space design, library collections procurement and library systems are all aligned to deliver high quality and seamless services for students and staff. The postholder will also work directly with senior faculty staff and Heads of Department to understand their needs, and to develop university-wide solutions and initiatives.

KEY ACCOUNTABILITIES

Team Specific:

- Lead on the continued development, implementation, and management of an effective and efficient operating model, drawing reference to the needs of students and academic staff and ensuring alignment to the academic organisational model.
- Oversee the allocation and spend of budget for the libraries and associated services with support from the Associate Director.
- Lead on service performance management analysis for the library services, including annual analysis of student surveys.

- Set service level expectations for each area of library operation with library users and ensure these are measured with appropriate feedback mechanisms.
- Work with key stakeholders across the university – particularly professional services including Estates & Facilities, and Student & Academic Services, in ensuring smooth service delivery and common objective setting across teams.

Generic:

- Ensuring full and effective participation of all staff in the activities of the group and provide leadership, advice and guidance to them in all aspects of their duties. This will include appraisal, time keeping, team meetings, goal and target setting, performance management, absence record keeping and managing staff development.
- Liaise with external agencies and organisations, as appropriate, on the University's behalf.
- Foster relationships and networks amongst peers across the sector.
- Maintain an up-to date authoritative knowledge of new developments within the library services sector, ensuring good practice and innovation is brought back and implemented at the University wherever possible.
- Take a proactive role in liaison with relevant suppliers and ensure effective working relationships are created and maintained.
- Liaise closely with key staff across the University to share and develop best practice and contribute to staff training and development activities.
- Undertake other duties as may from time to time be reasonably required.

Managing Self:

- Manage delegated revenue and project budgets as agreed with the Associate Director, ensuring any efficiency targets are realised.
- Ensure that the ILS Executive, University Senior Leadership Team, and ILS Leadership Team are kept fully informed with all relevant library-oriented matters.
- Act as a point of authority for the area of responsibility covered by the Library Service.
- Make recommendations on staff development requirements relating to members of the team and, when necessary, arrange and/or deliver training as required.
- Both formally and informally to be proactive in promoting the image of the University and the directorate.

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.

Additional Requirements:

- 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 ILS delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- NSS, GSS, PTES, PGRS results meet the targets set for the service.
- Library specific strategic targets are successfully met.
- Produce high quality work delivered to the agreed timescales.
- Contribute positively and with colleagues be accountable for service level indicators that are defined for the group.
- Ensure the Library Services group positively contributes to the successful delivery of relevant University and directorate KPI's.

KEY RELATIONSHIPS (Internal & External):

- Chief Information Officer
- Associate Directors and peer Heads within the directorate
- Associate Deans for Student Success and Research and Knowledge Exchange
- Heads of Department
- Student and Academic Services, Estates and Facilities other Professional Services as required
- Sector bodies such as Sconul

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Substantial management experience of a team of professional staff.
- Experience of managing a substantial library service or building(s).
- Experience of managing projects with a range of complexity and duration.

Desirable Criteria

- Experience of working within the UK Higher Education sector.
- Experience of managing multi-site services.
- Experience of employing Apprentices.

SKILLS:

Essential Criteria

- Excellent communication skills with stakeholders of all levels.
- Ability to negotiate with and influence senior decision makers.
- Well organised, self-motivated, ability to prioritise under pressure and manage a wide and varied workload for self and team.
- Ability to form effective business relationships (networking) – both within the University and wider HE sector.

Desirable Criteria

- Experience of effective change management techniques.

QUALIFICATIONS:

Essential Criteria

- Postgraduate qualification in relevant area, such as Librarianship, Information Studies, or demonstration of the skills certified by a Level 7 qualification in this field, or demonstration of substantial equivalent information management skills.

Desirable Criteria

- Accreditation by a relevant professional body or equivalent demonstrable commitment to continuing professional development, such as CILIP or AdvanceHE.

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- Flexibility: The library service operates outside normal working hours (evenings, weekends and 24/7 for some periods) and the post holder may be required to attend any of our campuses on occasion outside the usual 9am-5pm/Monday to Friday working week.