

JOB DESCRIPTION

Job Title:	Head of Library Services	Grade:	SG10
Directorate/Department:	Information & Library Services (Library Services)	Date of Job Evaluation:	November 2017
Role reports to:	Director of Information & Library Services		
Direct Reports	Senior staff and central team within Library Services		
Indirect Reports:	Drill Hall Library Manager		
Other Key contacts:	ILS Senior Team, University Senior Management, academic staff, Faculty Operating Officers		
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:

The University has a dynamic and progressive vision for its future, articulated through the Strategic Plan. Efficient, effective and high-quality library services in support of teaching, learning and research are a critical aspect of delivering on the mission and vision of the University.

Within that context, the role holder will be responsible for leading on all aspects of the Library Service within the University. This will include managing the Greenwich and Avery Hill libraries, managing staff and financial resources, academic liaison, academic and digital skills development, collection development, bibliographic support and service development and enhancement. Additionally, the role holder will provide active support to the Drill Hall Library Manager and ensure that library service delivery is consistent across the institution.

Liaising with the Director of ILS, the role holder will also make a lead contribution on the continued development and implementation of the University's Library Strategy. The post holder will act as the point of authority with respect to library services and act as the most senior professional librarian within the University.

KEY ACCOUNTABILITIES:

Team Specific:

- Co-ordinate and lead on all aspects of the delivery of library services within the University.
- Drawing reference from the Strategic Plan, Teaching, Learning & Assessment Strategy, IT Strategy and other key strategies, and in conjunction with academic staff and other

key stakeholders, ensure library services are high quality and meet the needs of students and staff. This will include taking a lead role on the continued development and implementation of the Library Strategy.

- Foster an environment of effective communication, internal networks and user groups to enable the healthy exchange of feedback, information and good practice in relation to library services, with a particular focus on academic liaison and student engagement.
- Ensure ILS is effectively represented in academic and student forums, ensuring issues affecting other parts of ILS are communicated internally accordingly.
- Contribute to both ILS and University wide strategic and operational planning as required.
- Contribute to core academic processes as required, including quality assurance, evaluation, validation and review.
- 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.
- Further develop and embed the integrated model for student induction, training and support in relation to the effective use of learning resources, academic skills and digital capabilities.
- Develop and implement a partnership model to facilitate effective liaison and engagement with key academic staff, to ensure that collection management is in line with Faculty and Department plans and curriculum design and development; this includes the development of a fully aligned collection management strategy.
- Actively assess user and survey feedback (NSS, USS, etc.) and benchmarking information (via SCONUL, etc.) to inform service enhancement and development; this includes ensuring communication of developments determined by feedback is effective and proactive.
- Take account of key University Strategies and ensure outputs and minutes from relevant committees and groups are monitored to ensure services provided by the team are fit for purpose and closely aligned to the business.
- Drawing on support from the Programme Management and Change group, lead and ensure full participation of library staff with projects that relate to enhancement to library services.
- Work closely with the Director of ILS and act as Deputy as required across the service.

Generic:

- Manage day-to-day activities of the Library Service, ensuring full and effective participation of all staff in the activities of the group and provide 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 Director of ILS, ensuring any efficiency targets are realised.
- Ensure that the ILS Senior Management and other senior stakeholders 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 Information and Library Services.

Core Requirements:

- Adhere to and promote University policies on Equality and Diversity and Information Assurance and Security.
- Ensure compliance with Health and Safety regulations.
- 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.

Additional Requirements:

- This is a senior post within Information & Library Services; a member of the ILS Senior Team and responsible for the leadership of the Library Service. The post involves contact with members of the University's staff at all levels.
- The post holder must demonstrate a high level of professional integrity and discretion.
- Hours will be as required to undertake the role. The library service operates outside normal working hours (evenings, weekends and 24/7 for some periods) – the post holder will therefore be required to attend to site on occasion outside the usual 9am-5pm/Monday to Friday working week.

- Attendance at University committees, project and informal meetings will be required. The role holder is a member of Academic Planning Committee and will deputise for the Director as required at Student Experience Committee, Academic Council and at others as required.
- Inter-site travel will be necessary as will occasional attendance at events outside the University, including occasional overseas travel.

KEY PERFORMANCE INDICATORS:

- NSS and USS results meet the targets set for the service.
- Library Strategy 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 ILS KPI's.

KEY RELATIONSHIPS (Internal & External):

- University senior management and key University Groups and Committees as required.
- University staff within Faculties and Directorates, particularly FOOs, heads of department and programme leaders/teams.
- Representative student groups.
- Partner, Network and Collaborative Centre staff and representative student groups.
- Colleagues across the sector in related fields.
- Software and managed service suppliers.
- Relevant sector networks such as M25 Consortium, SCONUL, JISC, HEA and HEFCE.

PERSON SPECIFICATION

Essential

Experience:

- Significant experience of the development, delivery and management of high quality large-scale library services.

Desirable

Experience:

- Understanding of the UK Higher Education sector.

- Demonstrable experience of (the majority of) the following professional areas:
 - Developing and implementing new libraries.
 - Collection development and management.
 - Design and planning of learning environments.
 - Digital and e-library development
 - Information skills, literacy and effective learning practice.
- Experience of managing a multi-site or multi-partner operation whilst ensuring consistent, effective and efficient processes.
- Proven experience of running library oriented development projects.
- Experience of leading on strategy and operating model development.
- Experience in managing and motivating highly skilled professional staff.
- Experience of working with and managing suppliers, consultants and contractors.

Skills:

- Strategic thinker with excellent problem-solving skills.
- High level of IT literacy.
- Proven leadership and management skills.
- Ability to communicate with staff at all levels including via presentation.
- Excellent interpersonal skills and a customer focused approach.
- Ability to form effective business relationships (networking) – both within the University and wider HE sector.
- Well organised, self-motivated, ability to prioritise under pressure and

Skills:

- Experience of effective change management techniques.

<p>manage a wide and varied workload for self and team.</p> <p>Qualifications:</p> <ul style="list-style-type: none"> • Educated to Degree level or with relevant demonstrable work experience. • Professional Library qualification. <p>Personal attributes:</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Qualifications:</p> <ul style="list-style-type: none"> • Membership of a relevant professional body. • Postgraduate qualification in a relevant discipline. <p>Personal attributes:</p> <ul style="list-style-type: none"> • N/a
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