

JOB DESCRIPTION

Job Title:	ACADEMIC SERVICES AND COLLECTIONS MANAGER	Grade:	SG8
Department:	ILS	Date of Job Evaluation:	July 2019
Role reports to:	Drill Hall Library Manager		
Direct Reports	Academic Support Librarians		
Indirect Reports:	Academic Support Assistants		
Other Key contacts:	Academic staff of the Universities at Medway, Academic Support and Liaison Librarians at Medway partner institutions Content and Collections librarians at the Medway partner institutions		
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:

- Develop and grow partnerships with staff in academic, support departments and with the wider community beyond the Drill Hall, networking, building and managing relationships as appropriate. Work with Library colleagues to build knowledge and experience of Library resources across the range of disciplines supported at Medway.
- As a member of the Drill Hall Library Management Team contribute to the strategic planning and policy development of Library Services, leading as appropriate. Offer professional leadership to groups and teams to ensure the vision, values, strategic and operational objectives of the department are achieved, effectively communicated and demonstrably delivered. In the absence of the Drill Hall Library Manager, the post-holder is expected to act on their behalf in collaboration with other members of the Drill Hall Management Team.
- Assist the Drill Hall Library Manager and the Universities of Greenwich, Kent, and Canterbury Christ Church Directors of Information and Library Services in the overall planning, development, and co-ordination of library and information services for the Medway campus.
- Lead on the development, promotion, planning, monitoring, and co-ordination of academic services to reflect the learning, teaching and research needs of the users of the Drill Hall Library services.
- Lead, and line manage, the team of Academic Support Librarians who are responsible for pro-active delivery and promotion of Library and Information Services that support the learning, teaching and research strategies of the partner institutions, as carried out at Medway.
- Lead on collection management activities and policies for the Drill Hall Library, working closely with partner institutions to align with current strategy and best practice.
- Take responsibility for, and offer direction to, the team within the remit of the role ensuring that staff within these teams are coached and developed to acquire the knowledge and skills required to meet changing service needs.
- Lead the delivery of quality services through an active programme of review and use of appropriate performance improvement tools and techniques. Ensure alignment and integration of services and developments with other library and university services and environments.

KEY ACCOUNTABILITIES:**Team Specific:**

- To manage, in line with the University of Greenwich's policies and procedures, an Academic Support team including staff recruitment, induction, appraisal, development and performance. This team is currently 3.5fte ASL's and 4.78fte ASA's
- To build, lead and manage the team, identifying and exploring opportunities and benefits of bringing together the expertise of the two areas: academic support and collections
- Represent the Drill Hall Library Academic Support team and the academic library and information needs of all Medway based staff and students at relevant meetings and fora across the Universities at Medway partnership.
- Oversee the design and delivery of Academic Services including:
 - Collections Management, including selection and ordering, document delivery and inter-site loans
 - Partnerships and Liaison, including collaboration with partner institutions and other bodies such as local schools
 - Teaching, Learning and Research Support, such as providing training, enquiries and advice
 - Reading list development and support
 - Submissions to REF and TEF show the value of the Library
- To manage collection development activities and policies, and the selection and management of the varied print, multimedia and electronic library collections.
- Provide the principal channel of communication with academic faculties or schools based at Medway, anticipating and establishing the information need and priorities of staff and students in order improve resources and service delivery.
- Co-ordinate the use of budgets by the wider Academic Support team relating to purchase or licensing of academic materials across all disciplines and subject areas supported at the Medway campus.
- Develop, co-ordinate and monitor cohesive, incremental and transferable user education skills packages and documentation, exploiting new technologies as appropriate, which will guide and empower users to make efficient and effective use of information, library and computing resources.
- Co-ordinate with the User Services Manager to deliver support for academic-related queries by assisting in the design of service models, providing appropriate training to staff and assisting in the design of staffing models to meet service needs.
- Liaise with the Technical Services Manager to identify academic requirements regarding services delivered through information technology.

Generic:

- Pro-actively build and foster effective relationships across the Universities at Medway.
- Liaise with colleagues in each of the partner institutions' information and library services to ensure coherence and interoperability with their services as far as is practical and consistent with the need for a seamless service at Medway.
- Contribute to the development and evaluation of promotional and marketing strategies of Drill Hall Library services.
- Provide a flexible and dynamic support structure, offering a responsive reference and enquiry service to meet the needs of learning, teaching, and research and widening participation activities.

Managing Self:

- Ensure continuing personal professional development by appropriate means.
- Maintain current awareness of developments in general and subject specific information service provision relevant to the academic units to which we are currently providing support for at Medway.
- Maintain current awareness of academic developments arising from national bodies, the university sector in general and partner institutions, and take part in activities that contribute to overall quality assessment processes.

Core Requirements:

- Adhere to and promote the University's Equality and Diversity policies.
- 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:

- Any other duties commensurate with the grade, which may from time to time be assigned by the Directors of Information and Library Services of the Universities of Greenwich, Kent and Christchurch and on the advice of the Drill Hall Library Manager.
- Within 12 months of appointment, the successful candidate will be expected to apply for associate fellowship of GOLD (Greenwich Opportunities in Learning and Development) which is a Professional Development Framework providing a flexible route to professional recognition for all staff (academic and professional services) or equivalent at one of the partner institutions.
- Commitment to delivering excellent customer service. The post holder may be expected to cover shifts at service points both during normal working hours and evening and weekends as part of a rota arrangement.
- Regular travel between partner sites is expected.

KEY PERFORMANCE INDICATORS:

- Delivery of innovative, proactive and co-ordinated services that support the partner strategies including those for Research, Teaching and Learning, E-learning, and collection management.
- Pro-active support of independent research and learning across all partner institutions.

KEY RELATIONSHIPS (Internal & External):**Internal:**

- Senior managers/Heads of Services within partner organisations (Greenwich, Kent, Canterbury Christ Church) – advising and collaborating.
- Library and Information Services staff within partner organisations – collaborative working, advising, supporting.
- University of Greenwich, University of Kent and Canterbury Christ Church University – developing supportive collaborative relationships, academic liaison, and stock development.
- Deans, academic Heads of Schools, academic staff and researchers – liaising on information resource planning and curriculum planning, utilising library collection materials, and service development.
- Students Union.
- Students - advice and education in their use of the collections and development of information and digital literacy skills.
- Committees/groups as required to provide expertise.

External:

- Chartered Institute of Information and Library Professionals (CILIP) and other appropriate professional networks - attending meetings, conferences, training, etc.
- Academic Skills / Study Skills teams at other Universities.
- Other University Libraries – networks on matters of professional interest.
- External contractors/suppliers.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Significant experience in an academic library or information services environment, including knowledge of library collections and access issues for both print and electronic materials. • Demonstrable experience of leading and managing a team. • Experience of developing and delivering high quality information and digital skills aligned to support curriculum delivery. • Experience in team building. <p>Skills</p> <ul style="list-style-type: none"> • Ability to manage complex relationships involved in partnership working. • Demonstrated commitment to delivering excellent customer service. • Ability to assess complex situations and to summarise, diagnose and identify options. • Demonstrated ability to manage budgets and resources. • Excellent organisational and time-management skills. • Line management skills including the ability to appraise, motivate and manage staff performance. • Good digital skills and a demonstrated interest in the use of IT to deliver library and information services. • Excellent verbal and written communication skills. • Excellent presentation skills. • Demonstrated self-motivation and commitment to professional development. <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to degree level. • Relevant accredited graduate or post-graduate qualification in information management, librarianship, or equivalent. <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>Experience</p> <ul style="list-style-type: none"> • Experience of working in a HE environment. • Experience of working in a partnership environment. • Experience of supporting at least one of the academic disciplines taught and researched at the Medway campus. • Experience of working with very diverse customers. • Understanding the research life cycle and REF. <p>Skills</p> <ul style="list-style-type: none"> • Understanding of current developments in the university sector, in particular relation to provision of information skills. • Advanced IT skills such as use of databases, website development, virtual or research learning environments. • Experience of implementing services to diverse users with very different needs. • Experience of positively managing change. • Experience in implementing new ways of working. <p>Qualifications</p> <ul style="list-style-type: none"> • A qualification or substantial training in professional management skills. • A qualification in, or demonstrated desire to undertake such training in, HE teaching. • Membership of professional bodies. <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A

