

JOB DESCRIPTION:

Drill Hall Library Manager

Date created: August 2018

Date created

Date updated: July 2022

Date updated

Generic role title:	Drill Hall Library (DHL) Manager
Job family:	Administration, Professional & Managerial
Reference number:	Greenwich Ref: Kent Ref:
Grade:	Greenwich Grade 9 Kent Grade 9
Salary Scale:	£51,799 - £60,022 per annum
Contract:	Full-time, Fixed Term (12 month role)
School/Department:	Greenwich Information and Library Services (ILS) Kent Information Services (IS)
Location:	Drill Hall Library, Medway Campus
Line manager:	Head of Library Services, University of Greenwich, and Deputy Director Information Services, University of Kent
Immediate line reports:	Senior DHL staff and admin support
Closing date for applications:	tbc
Interviews expected to be held on:	tbc
Anticipated start date:	ASAP thereafter

Job purpose

The Drill Hall Library (DHL) is a shared service which delivers high quality library and IT services to support the users of the three institutions that currently comprise the Universities at Medway (University of Kent, University of Greenwich and Canterbury Christ Church University).

The Drill Hall Library Manager delivers the Drill Hall Library service so that it aligns with the strategic objectives of the two main institutional partners, the University of Greenwich and the University of Kent.

This post holder leads the DHL management team comprising of the Academic Services and Collections Manager, the User Services Manager and the Technical Support Manager, who line manage mixed teams of professional and support staff providing library and IT support to Medway campus staff and students of all Medway Campus institutions.

The Drill Hall Manager provides strategic and operational leadership for the Unified Library Management System.

Key accountabilities

This section details the main accountabilities (or responsibilities) of the job, together with a selection of indicative duties. Other duties, commensurate with the grading of the post, may also be assigned from time to time.

1.	Working closely with Directors of Information and Library Services and senior colleagues at the partner institutions, set the strategic direction of Drill Hall Library (DHL) activity to achieve dynamic, relevant, well-aligned and high quality services and collections.	<i>Frequency</i> Daily
<i>Example duties:</i>		
1.1	Develop DHL strategy and policy for approval by the Medway Shared Services Management and Campus Management Boards and undertake effective, timely and politically sensitive partner communications through the DHL governance.	
1.2	Ensure operational and strategic issues are addressed in a timely and effective way via the Drill Hall Library governance structure, enabling continued delivery of high quality library and student IT support.	
1.3	Manage and develop high quality library and student IT support facilities, resources and services which meet the learning, teaching and research needs of students and staff at the Universities and other partner institutions and maintaining a positive student experience of library and IT services.	
1.4	Chair the Drill Hall Operations Group and other groups and committees as required.	
1.5	Ensure that the library building is run to a high standard of professionalism in safety through acting as Local Safety Officer and taking appropriate roles in campus-wide security and safety initiatives, including promoting student wellbeing.	
		<i>Frequency</i>

2.	Foster a strategic approach to engagement with each institution's departments so students and staff can discover, access and use the full breadth and depth of services and collections to support their learning, teaching and research.	Daily
Example duties:		
2.1	Ensure appropriate representation and engagement with partners' academic and student committees and forums, including user curriculum development and validation and review processes.	
2.2	To ensure representation of DHL on relevant internal and external partner institutions' committees.	
2.3	Seek and act upon user feedback through active engagement with the DHL user group, attending partner institution user groups and developing action plans to respond to user engagement findings.	
2.4	Act as a conduit to ensure shared service delivery is rooted in an appreciation of and sensitivity to the practical and cultural differences between the partner institutions.	
3.	Act as the operational lead in the Unified Library Management System (ULMS) partnership to ensure well-coordinated and communicated service developments as well as identification and delivery of extended shared service opportunities.	<i>Frequency</i>
		Daily
Example duties:		
3.1	Provide high-level expert advice and guidance to the ULMS partners' technological developments that offer opportunity for development.	
3.2	Lead relationship development with the partnership's ULMS supplier.	
3.3	Co-ordinate and provide leadership for the cross-partner virtual team of functional and admin leads for the ULMS.	
3.4	Ensure a cross-partnership approach to ULMS maintenance, development and training to enable efficiencies for all three partner institutions.	
4.	Provide professional leadership for the Drill Hall Library Team, encouraging and supporting them to contribute to the strategic goals of the DHL and partner institutions.	<i>Frequency</i>
		Daily
Example duties:		
4.1	Through the DHL management team, ensure delivery of high quality services that meet user needs and are developed with a user centred philosophy.	
4.2	Hold regular team meetings and team development activities to foster a collaborative and inclusive working environment.	

4.3	Work collaboratively with professional services colleagues across the partner institutions to share and develop best practice and maintain alignment of DHL strategic and operational objectives.	
4.4	As a member of Drill Hall Management Group and Campus Management Board, contribute to the overall management and leadership of DHL and Medway Campus services.	
5.	Ensure effective team, budget and data management within appropriate institutional policy frameworks.	<i>Frequency</i> Daily
Example duties:		
5.1	Manage the DHL operating budget and provide regular reports.	
5.2	Manage DHL staff according to the appropriate institutional policy frameworks.	
5.3	Be responsible for the collection, storage and reporting of management data to analyse trends and inform decision making.	
5.4	Adhere to the appropriate institutional policies on health and safety, equality and diversity, environmental and information assurance.	

Internal & external relationships

This section indicates with whom the job holder comes into contact and liaises/communicates with on a regular basis, and for what purpose.

- Internal:** Medway Campus and institutional partner senior managers – advising and collaborating
Medway Campus and institutional partner staff – directing, advising, supporting
Academic leadership, Professional Services, academic staff and researchers
- External:** Other Universities & academic networks – maintaining and building partnerships
Professional bodies – networking, training
External contractors and suppliers – negotiating, monitoring, liaising

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Qualifications / training	Essential	Desirable	Assessed via*
Education to graduate level or equivalent	✓		A
Postgraduate and/or professional qualification in library studies or information science, or equivalent experience working in an academic library	✓		A
Membership of relevant professional bodies		✓	A
Evidence of continuing CPD	✓		A,I

Knowledge, skills and experience	Essential	Desirable	Assessed via*
A proven track record in the implementation of strategic plans, and in the management and provision of complex services	✓		A,I
Excellent partnership, interpersonal and leadership skills and the ability to work with colleagues at all levels and from differing professional backgrounds	✓		A,I,T
Awareness of legislative framework for provision of library and information services incusing Copyright and data protection, GDPR, Equality Act, Health and Safety at Work Act	✓		A,I,T
Experience of managing projects (including partnership projects) with a range of complexity and duration	✓		A,I
Able to advocate and influence across team, partners and profession	✓		A,I, T
Ability to realise the potential of technology for strategic changes in service design and delivery	✓		A,I, T
Ability to lead and motivate teams, including matrix and project teams.	✓		A,I
Pro-active and self-motivated with the ability to organise, prioritise and problem solve effectively	✓		A,I
Good communication skills: oral, written, and presentational	✓		A,I,T
Experience of the provision of shared services within higher education context		✓	A,I,T
Proven experience of planning, budget management and data analysis		✓	A
Awareness of current developments in Higher Education, including the growth in shared services		✓	A, I

Additional attributes	Essential	Desirable	Assessed via*
Champions equality, diversity and inclusion in professional practice and service design/delivery	✓		A,I,T
Flexibility and the ability to respond positively to changing priorities	✓		A,I,T

*Criterion to be assessed via:

A = application form or CV/cover letter

I = interview questions

T = test or presentation at interview