

JOB DESCRIPTION

Post Title:	Library Experience and Engagement Manager
Grade:	Grade 7
Faculty/Department:	Library
Reports to:	Associate Director (Systems & User Services)
Responsible for:	Library User Services Team Leader, Library User Services Supervisor, Weekend Supervisors (2), Document Delivery Coordinator, Support Services Team Leader

Purpose

To be responsible for the delivery, management and development of a high quality, responsive and customer-focused library service that meets the needs of all its users.

To oversee the library's physical space ensuring that it is welcoming, user-friendly, and enhancing interdisciplinary scholarship and creativity.

To manage the frontline and support services teams.

To contribute to planning and policy making for Library services generally and to lead/participate in service development initiatives.

Main duties and responsibilities

Library Experience responsibilities

Lead the development of the Library's frontline services (including out of hours), utilising innovative and tailored approaches to service delivery to create service standards that ensure the provision of consistent and excellent customer care for all users and that diversity and inclusion are embedded in everything we do.

Develop and maintain a programme of continuous evaluation and improvement of our physical and digital services and facilities based on user feedback and utilising other appropriate methods and data, e.g. usability and user experience research.

Manage the frontline and support services teams, including setting the overall direction in line with the institution's mission, and ensuring staff have the motivation and training to deliver the required levels of performance.

Oversee the Library's physical environment, in liaison with the Support Services Team Leader and University Estates Department, to ensure that library spaces are fit for purpose and that repairs, maintenance, and improvements are carried out in a timely manner.

Act as a key point of contact for other internal departments and external partners in relation to Library services and facilities including, but not limited to visitor experience, exhibitions and event teams, IT, facilities management, cleaning, security, catering and bookshop partners.

Library Engagement responsibilities

Lead, develop and coordinate student engagement activities on behalf of the Library, working in partnership with other student support services and the Students Union, and actively seek opportunities for the Library to engage more effectively with the student body using innovative approaches and technologies.

Direct the Library's promotional and engagement activities for all aspects of the services and facilities via all appropriate channels in liaison with Library staff and the University's Marketing, Communication and Engagement Team.

Regularly analyse qualitative and quantitative data and feedback, including NSS, UKES, PTES, PRES, and in-house data collection relating to service delivery and facilities to support and inform the decisions of the Library's Senior Management Team (SMT).

Engage with service users both formally and informally including investigating and responding to, and successfully resolving complaints, making recommendations and initiating any improvements to services highlighted as a result.

Manage a small budget for marketing/publicity purposes.

General responsibilities

Maintain an awareness of current developments and innovation in the academic library services sector, particularly the work of the Customer Services Group UK, making proposals for service development and continuous improvement.

Keep SMT abreast of user needs, preferences and trends in relation to library services that the Library should react to.

To undertake any such other Library duties as may reasonably be assigned, including participation in rotas for evening and weekend duties, as required.

To demonstrate a commitment to continuing professional development and the development of other staff by undertaking appropriate learning, development and networking activities to ensure relevant skills and knowledge remain up to date (e.g. contributing to the Staff Development Hour programme, achieving HEA Fellowship, attending relevant internal and external training events etc.)

Contact

Other Library Managers (e.g. Liaison Team Managers, Systems Manager, Collections Manager)

The Library's Senior Management Team

UMASCS Staff

Other University Managers (e.g. Marketing, Communications and Engagement, Student Information Systems, Campus Card Systems, Student Support Services, IT Service Desk)

Student Union Officers

Terms and conditions

Full time. This is a professional post: there are no specified hours of work, but the post holder will be required to work such hours as are necessary to carry out the duties associated with the post. Overtime is not payable.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Staff are appointed to the University Library as a whole and may, if necessary, be required to work anywhere within it.

Date assessed: 20th August 2019

PERSON SPECIFICATION

Job Title:	Library Experience & Engagement Manager	School/Department:	Library
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Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> Ability to develop and deliver service excellence in a customer focused environment Ability to network and build relationships with colleagues for the benefit of service development Excellent oral and written communication skills Ability to work with a diverse range of users, including the ability to deal with difficult situations or complaints Good general level of ICT competence 	<ul style="list-style-type: none"> Evidence of negotiating skills and the ability to make a convincing case Ability to interpret data for evidence-based problem resolution Ability to manage change and uncertainty
Attainment	<ul style="list-style-type: none"> A first degree or equivalent A relevant professional qualification (e.g. a postgraduate degree or diploma in library/information science or equivalent Customer Services related award) 	<ul style="list-style-type: none"> Chartered or corporate membership of an appropriate professional body, e.g. CILIP.
Knowledge	<ul style="list-style-type: none"> Familiarity of current developments in the Higher Education or Information sectors 	<ul style="list-style-type: none"> An understanding of delivering service excellence in the Higher Education or Information sectors Management of appropriate Library systems to manage circulation of stock and management of user records
Relevant Experience	<ul style="list-style-type: none"> Experience of managing and developing staff to deliver front-line enquiry services Experience of leading and managing teams and projects Demonstrable commitment to the innovative development of user-oriented services 	<ul style="list-style-type: none"> Relevant practical experience in an academic library, preferably in Higher Education. Experience with user experience (UX) research techniques Experience of working to the Customer Services Excellence standard Budget management
Disposition	<ul style="list-style-type: none"> Ability to work under pressure, schedule and manage workloads in the face of conflicting priorities Flexible and creative approach to problem resolution Ability to think strategically and adapt services to meet changing needs 	<ul style="list-style-type: none"> Committed to continuing professional development of self and others Ability to exercise "hands on" leadership and initiative
Other	<ul style="list-style-type: none"> Ability to cope with the physical requirements of the post Awareness and understanding of health and safety responsibilities at work An understanding of equality and diversity issues at work 	

Completed by: Sue Egleton

Date: 20 August 2019