

JOB DESCRIPTION

LIBRARY & RESEARCH SERVICES MANAGER

(Ref: 025)

Section	LIBRARY & LEARNING SERVICES
Location:	Ipswich (Waterfront) Campus.
Salary:	Within the range £30,942 to £34,804 per annum
Grade:	7
Contract status:	Permanent
Hours of work:	Full time, as necessary to carry out the duties of the post
Pension:	USS
Annual Leave entitlement	30 days pa, plus Bank Holidays
Responsible to:	Director of Learning and Teaching
Reports on a day-to-day basis to:	Head of Learning Information and Environments

About the Department

Library and Learning Services is part of the Directorate of Learning and Teaching, working closely with the institutional Centre for Excellence in Learning and Teaching. Its strategic purpose is the design and development of a range of partnerships and collaborative services across the University and its partners in the delivery of high quality learning and research opportunities. This is done, primarily through the provision of innovate learning and research environments, skills and knowledge development programmes and one-to-one provision, high quality, responsive collections and learning design and innovation through course design and technologies.

Key partnerships outside of the Directorate include those with the Students' Union, academic course teams and colleagues within the Directorate for Research.

Purpose of the job:

Working in partnership with the Head of Learning Information and Environments and the Academic Development Manager, the Library and Research Services Manager will work as part of the Directorate's Senior Management Team to manage delivery of the core business. The role holder will have specific focus on the delivery of excellent, right-first-time customer services, ensuring fair and equal access to services, resources and support. The role holder will work to enhance provision in relation to these areas, inline with sector standards and keeping our customers at the heart of all decision making.

Role Outline

The Library and Research Services Manager will:

We are actively committed to growing and supporting our diverse workforce and welcome applications from all backgrounds and communities. As an inclusive employer we show our commitment as members of the following initiatives, click on the logos for further information



1. manage and develop library and research services including customer service, user engagement and development and collection development;
2. respond and evaluate feedback, working to improve student experience;
3. take daily oversight of copyright, intellectual property and open access guidance, processes and systems;
4. manage and develop a team of staff working within the area of focus, including recruitment, performance management and appraisal;
5. participate in validation events, representing the Directorate, to ensure the ethos of the Learning, Teaching and Assessment Strategy is explicit in programme design and delivery;
6. work as part of the Senior Management Team for the Directorate, contributing to the smooth running and delivery of front line and support services, annual review and analysis of delivery and the development and monitoring of business plans and strategies, budgets and resources;
7. act as the day-to-day point of contact for the provision of Library services across University Partners;
8. contribute to institutional committees and working groups as required;
9. maintain own professional practice, memberships, knowledge and skills, actively developing and contributing to research projects;
10. undertake any other duties or tasks as identified by the Director of Learning and Teaching or other members of the Directorate Senior Management Team.

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Selection Criteria

Candidates will be assessed against the following essential/desirable attributes:

	Essential	Desirable
EDUCATION AND QUALIFICATIONS	<ul style="list-style-type: none"> • First degree or equivalent professional qualification. • Full Level 7 Masters qualification or equivalent. • Professional librarianship qualification (either as Level 7 qualification or ACLIP / MCLIP). 	<ul style="list-style-type: none"> • Fellowship of the Higher Education Academy, or commitment to undertake. • Chartered status of CILIP, or commitment to undertake.
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none"> • Recent (within the last 3 years) experience of working within a library environment. • Demonstrable experience of, developing and delivering excellent customer service, independently and as part of a collaborative team. • Employing mechanisms to seek, collate and respond to stakeholder feedback. • Promotion of services to a range of stakeholders using appropriate messages and methods. 	<ul style="list-style-type: none"> • Experience of working in an academic library. • Experience of working to service standards including Customer Service Excellence. • Appreciation of the needs of those with specific learning difficulties, and related accessibility agenda. • Performance management.
SKILLS	<ul style="list-style-type: none"> • Excellent IT skills, including the use of content management systems. • Excellent interpersonal skills, with the ability to handle and diffuse challenging situations. • Excellent communication skills, written and verbal. • Understanding and use of a range of communication tools including social media platforms. • Ability to overcome 'barriers' and seek solutions through collaborative and creative working while maintaining service standards. • Good coaching skills. 	
ATTITUDE	<ul style="list-style-type: none"> • Strong commitment to improving the student and staff experience. • Resilient and self-aware. • Comfortable with ambiguity and rapidly changing agendas. 	

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	Essential	Desirable
	<ul style="list-style-type: none"> • Consultative, engaging, inclusive and supportive. • An understanding of and commitment to equality of opportunity, and the ability to promote equality through the day to day work of the post. • Demonstrable commitment to the University of Suffolk Strategy, mission and culture. • An understanding of and commitment to Equality and Diversity Policies, and the ability to promote this in the day to day work of the post. 	

Closing date: Monday 14th October 2019, at midday

Interview date: To be arranged during w/c 28th October

INFORMAL ENQUIRIES ABOUT THIS POST

For an informal conversation about this role, please contact the Director of Learning and Teaching, Ellen Buck, ellen.buck@uos.ac.uk Information about our service can be found at <https://libguides.uos.ac.uk>

APPOINTMENT TERMS

This post is offered full time (37 hpw) and is permanent. There may be some evening and weekend working, including working as part of the Senior Management contact rota for service delivery outside of core hours. Annual leave allowance is 30 days per academic year plus Bank Holidays and planned University closure days, normally over the Christmas period.

Equality, Diversity and Inclusivity

The University of Suffolk is a diverse and vibrant community and is committed to providing equality of opportunity to all staff and students. Our approach is inclusive; valuing the contribution of every member of the institution and the communities we serve.

As users of the Disability Confident scheme, we guarantee to interview all applicants who declare a disability and who meet the minimum essential criteria for the vacancy.

FLEXIBLE WORKING

We consider flexible working requests for all our vacancies. e.g. adjustments to the working location, hours, time, or working on job share basis.

We are a Top 30 Employer for Working Families 2016 and 2017 but we recognise that flexible working is not just for parents and carers. Our inclusive Flexible Working policy is open to all our staff and designed to support our people achieve a positive work-life balance, regardless of their personal circumstances.

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NO SMOKING POLICY

A no smoking policy including the use of electronic cigarettes operates at all University of Suffolk premises.

APPLICATIONS

Please see below for specific instructions on how to apply. Please note that applicants who fail to return all the documents asked for may be discounted.

To apply for this post:

- All forms and information can be found on our website <http://www.uos.ac.uk/jobs>
- Complete the Application Cover Sheet and include details of any flexible working request you are making
- Complete the monitoring form
- Attach a curriculum vitae and a letter of application setting out clearly how you meet the essential and desirable criteria for this post
- Return them as Word (.doc) attachments by e-mail to: jobs@uos.ac.uk please put the post title and reference number in the subject box of your email.
- If you are unable to email your documents, you may post them to

**The Human Resource Team
University of Suffolk
Waterfront Building
Neptune Quay
Ipswich
Suffolk
UK
IP4 1QJ**

If you are unable to apply via the website please ask for an application pack from the address above, or by phone on 01473 338351.

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