

Job Description

NOTE This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job Holders should be consulted over any proposed changes to this job description before implementation.

Job Title: **Library Services Operations Manager**

Reports To: ***Development, Planning and Operations Lead***

Grade: NG7

Purpose: To support the Development, Planning and Operations Lead in the delivery of the University Library and Archives Service's physical spaces and administration services by overseeing the operational management of these services.

PRINCIPAL ACCOUNTABILITIES

1. Develop high quality, innovative approaches to the services and spaces provided to students, colleagues and researchers. Ensuring that high quality operations and spaces are delivered in innovative and accessible ways.
2. Manage a team that oversees the administration of the library operations. Leading the implementation of the priorities identified in the operational plan, monitoring performance standards and developing high performing colleagues, also in collaboration with the Development and Planning Lead.
3. Overseeing activities relating to Health and Safety and Disaster Management Planning, Risk Management, and Health & Safety functions, including; maintaining safety records; carrying out Display Screen Equipment assessments; identifying and carrying out Risk Assessments; keeping up to date with changes in procedures and new initiatives.
4. Manage the Library buildings and spaces and ensure co-ordination of building works and infrastructure projects. Overseeing the management of the library premises including liaison with Estates and Campus Services, suppliers, contractors, library colleagues. This will include chairing appropriate groups. Be aware of processes for library visitors, including alumni and external users.
5. Be the business owner of the circulation aspects of the library management system, Ex

Libris' Alma. Ensure that the system is utilised to provide efficient processes. Regularly process review and monitor monthly updates to the system for regular changes and ensure these are communicated.

6. Support the Development, Planning and Operations Lead in delivering an operational plan for the operations elements of the service which is used as a basis to devise and implement annual activity.
7. Have awareness of the library operations budget of approximately £600K (reviewed annually) ensure they manage the associated financial records, providing reports and analysis as required, of spends.
8. In collaboration with the Senior Content Specialist and the Academic Engagement and Development Manager – Resources, oversee the Collection Lifecycle and ensure the collection is up to date and well managed through effective shelving and stock takes.
9. Carry out any other duties as appropriate within their competence as required by the Head of Library and Archives Service.

CONTEXT

Student and Academic Services (SAS) provides professional, efficient, effective and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It leads on professional support for a wide range of governance, research, learning and wellbeing interventions that enhance the experience of students, colleagues and alumni throughout their relationship with the University.

SAS is a large and complex Directorate, organised into six clusters:

- Business Operations
- Employability and Graduate Success
- Learning Innovation and Digital Engagement
- Library and Archives Service
- Research and Knowledge Exchange Office
- Student Support and Residential Life

The Library and Archives Service comprises around 50 people, working in the following teams:

- Academic Engagement and Learning Development
- Content and Digital Services
- Customer Service
- Development and Planning
- Library Operations and Services
- University Records and Archives

The Library Services Operations Manager will work with other managers from across the Library and Archives Service to make operational decisions. The post holder will ensure the planning and delivery of the division's services is to a consistent, high standard. The Library Services Operations Manager will deputise as needed for the Development, Planning and Operations Lead at internal meetings. They will also represent and promote the department and University internally and externally where appropriate, participating in relevant professional networks and developing a strong professional profile.

Development and Planning is a small team consisting of the Development and Planning Lead, one Library Services Operations Manager, one Library Operations Assistant, one Library Operations Support Assistant and one Customer Service and Planning Assistant.

Maintaining a team ethos across multiple locations is a key responsibility of the post and proactive management of colleagues is essential. Within the Library and Archives Service, the post holder will manage the development of services in close consultation with other service managers; site library managers (Customer Experience Managers), Head of Content and Digital Services, and the Head of University Records and Archives, to ensure delivery of a consistent, high quality approach to customers, feedback and communication. All services operate with a blended (physical and virtual) environment and the post holder is expected to develop both electronic and face to face services.

The Library and Archives Service makes a significant contribution to the University's key

metrics, including NSS, TEF and REF and supports the University in meeting its statutory obligations in relation to information compliance.

SAS is committed to developing the skills and capabilities of its colleagues through a proactive programme of staff development. The post holder will be expected to engage in personal development and to be a role model to all members of the team.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

DIMENSIONS

The Library and Archive Service team operates in four locations with two groups in the West End and one at Harrow. All SAS appointments are made on the understanding that colleagues will work at any of the service points should the need arise. The nature of this post means that the post holder will be expected to make regular visits to all libraries and other University buildings.

The post holder will have 2 direct reports.

The postholder will support the Head of Library and Archives Service in the record keeping of the library operations budget of approximately £1m (reviewed annually). They will also deploy project budgets as these arise.

PERSON SPECIFICATION

	Essential criteria	Desirable criteria
Qualifications	<ul style="list-style-type: none"> A degree or equivalent practical experience that demonstrates a relevant level of knowledge and skills for the role (as outlined in this job description and person specification) 	<ul style="list-style-type: none"> A professional management qualification or equivalent relevant experience. Project Management Qualification.
Training and experience	<ul style="list-style-type: none"> Proven experience of sustained performance, in providing and supporting professional library and information services and, preferably in a Higher Education (HE) environment. Experienced in management of buildings and spaces. Including liaison with Estates and Facilities and stakeholder engagement. Proven experience of managing and developing individuals and teams across multiple locations. Proven experience in dealing with diverse and challenging problems, including researching issues and creating new solutions where no prior precedent exists. This would include identifying and implementing innovative solutions to problems to bring a wider benefit to the organisation. Significant experience of reviewing processes and procedure in terms of efficiency and effectiveness and implementing change where required. A knowledge and understanding of the current issues in HE, including 	<ul style="list-style-type: none"> Experience of managing a high performing team, ideally in a multi-location setting. With proven ability to inspire, advocate, influence and engage others in an inclusive manner, while developing a large team with skills and expertise for the future. This would include, setting clear objectives to manage performance, promoting collaboration across formal boundaries and an effective and innovative approach to staff development. Recent relevant experience of project delivery and team leadership with both technical and business change components <p>Experience of working on projects with a variety of project management frameworks</p> <p>Experience of planning, managing and coordinating in a complex organisation</p>

	<p>an awareness of changing requirements and a demonstrable responsiveness to user needs.</p> <ul style="list-style-type: none"> • Effectively plans and manages operational activities or large projects to achieve long term objectives. • Experience of successfully planning and managing capital facilities or refurbishment projects. • Extensive knowledge and experience of ensuring compliance with regulatory and organisational policy and guidelines including Health and Safety requirements. 	<ul style="list-style-type: none"> • Experience of effectively managing projects and change programmes to achieve a successful outcome.
Aptitudes and abilities	<ul style="list-style-type: none"> • Ability to be an effective manager, able to inspire direct reports and colleagues in own team and across the partner services. • Proven capacity to work well in a team and have good working relationships with colleagues. • The ability to prioritise tasks and those of the team in a busy environment, where there may be competing and unexpected deadlines. • Confident to work alone and make decisions based on previous experience and evidence, including data and metrics. • A desire to continue to develop yourself and team professionally. • Strong verbal and written communication skills. • Enthusiastic to network, understanding it's critical to learn, engage and influence both within and outside the University. • Ability to make independent decisions and contribute to 	<p>Ambitious approach to self-development as well as to deliver the highest quality student experience.</p>

	<p>decisions on policy and operations which have medium and long term implications. Operating in a rapidly changing environment and to integrate new areas of work and prioritise activity.</p> <ul style="list-style-type: none"> • Interested in working within a changing environment, while being confident in developing and implementing policy and procedures. • Makes a significant contribution to improving the colleague experience and encouraging personal growth in colleagues to promote an inclusive environment for students, colleagues or customers • Communicates technical or specialist ideas or information persuasively adapting the style and message to a diverse audience in an inclusive and accessible way. • Demonstrable financial acumen, able to develop business cases and cost benefit analyses for new developments. 	
Personal attributes	<p>Flexibility to work out of hours on occasion to meet user or service expectations.</p> <p>A curiosity and willingness to learn and develop.</p> <p>Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.</p>	