

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Associate Director of Library Services
(Services and Support)

Accountable to: Director of Library and Student
Support Services

Salary c£65,000 pa

Grade: Individual Contract

Section/Department: Academic Development and
Services (ADS): Library and Student Support Services

Location: High Holborn

Contract Length: Permanent

Hours per week/FTE: 37hpw/FT

Weeks per year: 52

Purpose of Role:

To provide University-level leadership for the strategic development, management and delivery of services and support within Library Services. This includes ensuring that Library Services is aligned to the academic aspirations of the Colleges and the University and delivers a high quality and consistent student experience as well as providing best value for money. The post holder will have specific responsibility for leading the development of services which support learning, teaching and research, including management oversight of the six Libraries and three Learning Zones located within the Colleges. The post holder will chair the Services and Support Management Team for Library Services.

To contribute to the Library and Student Support Strategy as a member of the Leadership Team for the Library and Student Support Services Directorate. This Directorate brings together a wide portfolio of offers (Student Services; Library Services; Academic Support; International Student Experience and Language Development) to *“provide students with integrated academic and pastoral support to enable the development of creativity and resilience so they can fulfil their potential and get the best from their university experience”* (UAL Academic Strategy, 2018-2020).

To participate in University-wide developments and represent Library Services at University meetings, as well as represent and promote Library Services, the Directorate and UAL within external professional networks.

Duties and Responsibilities

Library Services Leadership and Management

1. Oversee the development, management and delivery of a service model and information literacy programme that is based on a set of core values and quality standards that is understood and consistently adopted by the various teams across Library Services. This needs to align with the University's Academic Strategy and with its learning, teaching and research agendas.
2. Lead the Services and Support Management Team in developing, implementing and monitoring policies and procedures in order to ensure the consistent delivery of customer-focused services and support underpinned by a commitment to deliver a high quality student experience through inclusive and accessible practices across Library Services. Such policies and procedures will be informed by knowledge of current best practice in service management and information literacy training within academic libraries.
3. Work with senior staff across the University and with the Students' Union to facilitate the ongoing integration of Library Services within the academic and organisational development of the

University and its respective Colleges. This includes acting as an advocate for Library Services through leading, challenging, motivating and inspiring colleagues and stakeholders across the University.

4. Engage with key stakeholders to embed a culture of continual service improvement based on responsiveness and to ensure that services to staff and students are developed in an agile manner as part of pro-active relationship management and academic liaison.
5. Contribute to the development and lead on the management and delivery of physical facilities, including oversight of opening hours, that support the University's pedagogic and research aspirations and is informed by the latest developments in service delivery and working practices.
6. Work with the Director, Associate Director (Content and Discovery) and Assistant Director (Planning and Administration) on the overall management and development of Library Services staff in accordance with HR policies and procedures. This includes playing a key role in structural and recruitment reviews and any major change programmes.
7. Guide and support the College-based Library and Learning Zone Teams, and line manage specified managers in accordance with relevant HR policies and procedures.
8. Work with the Director, Associate Director (Content and Discovery) and Assistant Director (Planning and Administration) to set, monitor and manage annual budgets within Library Services in accordance with the University's financial regulations and procurement practices.
9. Monitor and evaluate the effectiveness of Library Services through participation in the University's quality assurance procedures and through the application of key performance indicators and benchmarking tools in order to underpin a culture of continuous improvement. This includes participation in the University's internal quality assurance and enhancement processes, and contribution to the University's engagement with external quality and regulation processes such as those related to TEF, REF and OFSTED.
10. Deputise for the Director of Library and Student Support Services and Associate Director of Library Services (Content and Discovery) as required.

Library and Student Support Strategy

11. Work closely with the Director of Library and Student Support Services and other members of the Directorate's Leadership Team to develop the strategic vision and direction for Library and Student Support Services that takes account of the University's key priorities and academic portfolio as well as the diversity of its student communities.
12. Work collaboratively with senior managers across Library and Student Support Services, contributing to the continual development of a wide portfolio of offers that deliver a high quality, inclusive and consistent student experience and provide best value for money.
13. Lead, manage and contribute to relevant Directorate groups as part of its governance structure as well as leading specific initiatives that facilitate joined-up approaches to library and student support activities.

University-wide Activities

14. Participate in the development of University strategy and policy through membership of University committees and other groups.
15. Lead, manage and contribute to relevant University-wide projects and programmes as required.

Professional Development and Engagement

16. Keep up-to-date with sector-wide developments, government policies and legislation relevant to Library Services, ensuring colleagues are informed of relevant developments and their implications for the University.

17. Undertake research and professional development activities relevant to service management and information literacy as well as to Library Services more generally.
18. Represent and promote UAL externally, participating in relevant professional networks and developing a strong professional profile.

Others:

19. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
20. Undertake health and safety duties and responsibilities appropriate to the role.
21. Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
22. Personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016-2022).
23. Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
24. Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
25. Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships: Managers and other staff, and external partners, suppliers etc.; with whom regular contact is required.

- Members of the Library and Student Support Services Leadership Team
- Managers within Library Services, particularly service managers
- Staff within Library Services, plus Library and Student Support colleagues across the Directorate
- Senior managers and other colleagues within HR, IT Services and Estates
- ADS Senior Management Team, and other ADS colleagues, including staff in the Teaching and Learning Exchange and Academic Registry
- Students' Union and students

Specific Management Responsibilities

Budgets: c£4,100,000 for Staffing / c£325,000 for Non-Staffing Operational Costs

Staff: c86 FTE staff within Libraries and Learning Zones, including line management of 4 FT Learning Resources Managers and 1 FT Learning Zone Manager

Other (e.g. accommodation; equipment): 6 College Libraries and 3 Learning Zones

Signed: Director of Library and Student Support Services
(Recruiting Manager)

Date of Last Review: December 2018

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Person Specification	
Specialist Knowledge/ Qualifications	<p>Graduate or postgraduate level qualification in Library and Information Studies or equivalent, as relevant to the post</p> <p>Significant knowledge of current developments within customer services and information literacy, and awareness of how these impact on library policy within an academic environment</p> <p>Knowledge of current developments within Higher Education, including those related to teaching, learning and research, and the student experience</p>
Relevant Experience	<p>Substantial experience of leadership and management in academic librarianship</p> <p>Significant experience of service development and delivery at a strategic and policy level, and proven capability for contributing to strategic and operational planning</p> <p>Significant experience of developing and implementing information literacy programmes that take into account the needs of students from diverse backgrounds (essential) and creative arts pedagogy (desirable)</p> <p>Experience of producing evidence-based reports for managers and university committees</p> <p>Significant experience of managing and leading people, with a proven ability to inspire, advocate, influence and engage others</p> <p>Proven ability to manage complex staffing matters effectively, and experience of delivering transformational change programmes</p> <p>Experience of financial management and resource planning</p>
Communication Skills	Communicates in a compelling and influential way, adapting the style and message to a diverse internal or external audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively, setting the direction of one or more functions and promoting collaboration across formal boundaries
Research, Teaching and Learning	Applies innovative approaches in leading professional practice to support excellent teaching, pedagogy and inclusivity
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and managing resources	Effectively plans, prioritises and manages the delivery of complex projects or activities to achieve long term objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience	Leads the improvement of the student experience and promotes an inclusive environment for students and colleagues
Creativity, Innovation and Problem Solving	Identifies innovative solutions to problems which have a strategic impact

Last updated: December 2018