

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Learning Resources Manager

**Grade:** 6

**Accountable to:** Associate Director of Library Services (Services and Support)

**Salary :** £45,603.00 - £54,943.00 per annum

**Department:** Library Services

**Location:** Central Saint Martins (CSM)

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

**Contract Length:** Permanent

**Contract Length:** **Hours per week:** 35 **Weeks per year:** 52

### Purpose of Job:

To provide functional leadership for Customer Services within Library Services and contribute to the development and delivery of the Library and Student Support Strategy through membership of various groups within the Library and Student Support Strategy governance structure. This will include co-chairing the functional group for Customer Services.

To manage the development and delivery of high quality and customer-focussed library services in support of teaching, learning and research within CSM, and act as the primary local Library Services contact within the College. This will include attending academic and operational meetings, such as the CSM College Academic Committee.

### Main Duties and Responsibilities:

1. Contribute to the development and delivery of the Library and Student Support Strategy through membership of the Library and Student Support Senior Managers Forum. This will entail engagement with the Library and Student Support Strategy operational planning and annual monitoring processes. This may also include co-ordinating Task and Finish Groups and involvement in Project Teams.
2. Contribute to the overall development of Library Services through membership of the Services and Support Management Team. This will involve working closely with the Associate Director of Library Services (Services and Support), other Learning Resources Managers and the Learning Zone Manager on the development, implementation and monitoring of policies and procedures, in order to ensure the consistent delivery of a high quality and customer-focused library service across the University.
3. In collaboration with another Learning Resources Manager provide functional leadership for Customer Services by co-chairing the Customer Services Group, as well as initiating and overseeing various service-wide developments.
4. Liaise with colleagues in Resources & Systems in order to ensure the effective operation of Library Services as a University-wide support service and to ensure optimal use of resources and best value for money is achieved throughout Library Services.
5. Represent Library Services at relevant University and College committees and groups in order to ensure the ongoing relevance and integration of Library Services as a support service within the academic and organisational development of the College(s) and the University.
6. Develop the local library services at CSM in response to the changing profile of the college community and its academic plans, liaising with the Learning Zone Manager as appropriate.
7. Monitor and evaluate the local library services at CSM, using appropriate qualitative and quantitative data and provide reports as required.
8. Support academic liaison and learning/research support activities by providing guidance to groups and individual staff and students as a key part of the service offering.

9. Develop and manage physical resources and space within the local library service.
10. Lead and support the CSM Library Services team and to line manage specified staff, in order to ensure the effective delivery of a high quality service.
11. Deputise for the Associate Director of Library Services (Services and Support) as required.
12. Promote the service internally and also to the wider academic and professional community through participation in external professional networks.
13. Represent Library Services at external meetings as required.

**In addition the post holder will be expected to:**

14. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
15. Undertake health and safety duties and responsibilities appropriate to the role.
16. Work in accordance with the University's Equal Opportunities and Diversity Policy and the Staff Charter, promoting equality and diversity in your work.
17. Personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016-2022).
18. 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.
19. 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.
20. 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:**

- Director of Library and Student Support Services and members of the Library and Student Support Leadership Team
- Associate Director of Library Services (Services and Support) and Associate Director of Library Services (Content & Discovery)
- Learning Zone Manager and Library and Learning Zone staff located at CSM
- Members of the Services and Support Management Team
- Library Services staff across the University, including the Finance Team
- Academic Support, Language Development and Student Services staff located at CSM
- Pro Vice-Chancellor, CSM Colleges and members of the CSM Executive Team
- Academic colleagues within CSM
- IT Services, Estates and HR colleagues
- External partners e.g. provider of the overnight security service for CSM Library and Learning Zone

**Resources Managed:**

Budgets: Library Services budgets for CSM

Staff: Library Services teams for CSM

Other (e.g. accommodation; equipment): Physical resources and spaces operated by Library Services at CSM



Signed: \_\_\_\_\_  
(Recruiting Manager)

Date of last review March 2019

**Person Specification**

Specialist Knowledge/Qualifications	<p>Either a degree in Library and Information Studies or equivalent, or a degree in any subject plus a postgraduate qualification in Library and Information Studies or equivalent, as relevant to the post.</p> <p>An understanding and knowledge of current developments in Higher Education, including those related to teaching, learning and research, and the student experience.</p> <p>Knowledge of current developments within customer services, and awareness of how these impact on library policy within an academic environment</p>
Relevant Experience	<p>Experience of working in the Higher Education or Further Education sectors</p> <p>Experience of developing and managing customer services within an academic library context that take account of students from diverse backgrounds</p> <p>Experience of delivering information literacy programmes that support the learning preferences of creative arts students and creative arts pedagogy (desirable)</p> <p>Experience of managing and leading staff teams</p> <p>Experience of managing budgets.</p>
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Research, Teaching and Learning	Applies innovative approaches to leadership, teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity
	Applies own research to develop learning and assessment practice
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and managing resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience or customer service	Contributes to improving or adapting provision to enhance the student experience or customer service
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems