ual: university of the arts london

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Assistant Learning Zones Manager	**Grade:** 5
Accountable to: Learning Resources Manager	**Salary:** £40,454.00 - £48,534.00 per annum
Department: Library Services	**Location:** This post is a cross site role, based in Camberwell, Chelsea, Wimbledon, and Holborn, with primary location nominally at Camberwell
Section: Library and Student Support Services Directorate	**Hera no.** 001378

Contract Length: Permanent	**Hours per week:**	35

Purpose of Job:

The Learning Zones are student-focused facilities within our library services which support a variety of learning styles, including activity-based and social learning, in a flexible, innovative and increasingly digital environment. There is a 24 hour Learning Zone at Camberwell College of Art and IT/LZ provision in the CCW libraries at High Holborn, Chelsea and Wimbledon.

The purpose of the Assistant Learning Zone Manager post is to contribute to the development, organisation and delivery of a wide range of high quality student-focused services within the UAL Library and Learning Zones, by being responsible for the effective and efficient day-to-day management and delivery of the spaces, provision and staff. The postholder will work as part of the CCW management team to oversee the support provided to students who are using the Learning Zones and other IT facilities within the CCW libraries. They will contribute to the cross site Library Digital functional group responsible for developing digitally enhanced learning spaces, digital pedagogies and experimenting with cutting edge digital tools for the department.

Main Duties and Responsibilities:

1. Oversee the day-to-day delivery of Library IT and digital services through the timetabling of staff, co-ordinating of leave requests and administering absence reports as directed by the Learning Resources Manager. This will include co-ordinating and participating in the provision of excellent customer services through the physical and virtual enquiry services and the delivery of technical resources (people, facilities and equipment).

2. Line manage specified staff. This will include responsibility for staff recruitment, co-ordinating and delivering induction programmes for new staff, and management of probation and staff planning, review and appraisals (PRAs). Supporting staff development and delivering relevant training as required.

3. Co-ordinate and assist with the management and the development of the physical space and resources for the College Library and Learning Zones to meet service standards, escalating key issues to the Learning Resources Manager and liaising with university colleagues and external contractors as required.

4. Contribute to the development of effective academic liaison, development of facilities and development of student learning support activities, with a primary focus on digital learning and making activities within the Libraries and Learning Zone. This will include making recommendations and providing information to contribute to the delivery of the curriculum planning, validations and quality assurance activities.

5. Participate in the management and development of equipment within the Library and Learning Zone spaces, providing specialist technical expertise, guidance and advice,

training and support, and contributing to departmental IT and digital operational plans as required.

6. Contribute to the development, implementation and monitoring of Library Services and Directorate policies and procedures and provide statistical information and analysis as required for both departmental and college quality assurance purposes, liaising with the other Library services teams as appropriate.

7. Ensure compliance and safe working practice through the application of the University's Health & Safety policies and procedures in accordance with best practice and the relevant legal requirement and responsibilities appropriate to the role.

8. Support senior managers with financial management and planning and be responsible for specific budget(s) as required by the Learning Resources Manager. This will include liaising with relevant college and university staff and with specialist suppliers when sourcing materials and placing orders for new equipment and materials and keeping accurate records of transactions and monitor consumables budgets in liaison with the Library Finance Team.

9. Participate in the activities of the Library Services teams and contribute in Library and Student Support Services projects or activities as required, including Task and Finish groups. This may entail managing projects to deliver development and change where necessary.

10. Represent Library Services and the Directorate at relevant college and university meetings and deputise for the Learning Resources Manager at internal and external meetings as required, cascading information and updates from relevant groups and committees within the College and University.

11. Liaise with other colleagues in Library and Student Support Services to provide training of team members within areas of specialist expertise.

12. Keep up to date with new developments within existing and emerging digital technologies and learning support, demonstrating and incorporating new techniques and procedures into working practice and cascading skills and knowledge to other colleagues in Library and Student Services as appropriate.

In addition the post holder will be expected to:
1. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.

2. Undertake health and safety duties and responsibilities appropriate to the role.

3. Work in accordance with the University's Equal Opportunities and Diversity Policy and the Staff Charter, promoting equality and diversity in your work.

4. 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.

5. 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.

6. 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:
- CCW Library management team (LRMs and ALRMS) - CSM, and LCC Library and Learning Zone teams - Library Services colleagues, including Resources and Systems, Library, Archive, Learning Zone and Library IT staff - Library and Student Support Services colleagues - College staff, technicians and UAL IT Services staff - Students - External partners e.g. suppliers
Resources Managed: Budgets: As delegated by the Learning Resources Manager Staff: circa 6 FTE Equipment: MFDs, Library and Learning Zone computing facilities, laptop loans

Person Specification	
Specialist Knowledge/ Qualifications	Knowledge of developments in IT and educational technology, particularly in the context of art and design Understanding of developments in learning, teaching and research, including e-learning, VLEs and Web technologies in the context of learning resources and learning spaces. Desirable: PgCert in Teaching and Learning or equivalent Knowledge of, or interest in, the arts, design or communication, digital literacy An understanding of the operations of open access IT and digital learning spaces and/or makerspace facilities, either as part of a library or as a free-standing service. Knowledge of library and/or equipment management systems for loan and booking of resources Knowledge of wireless networks, print management systems, operating systems for MAC and PC, digital tools for education Knowledge of software packages and tools such as Excel and other data management tools, Adobe Creative Suite, and relevant assistive technologies and software
Relevant Experience	Experience of working with students in the Higher Education or Further Education sectors Experience of managing or supervising staff and services in an open access IT or equivalent environment

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 in teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity
Professional Practice	Contributes to advancing professional practice/technical expertise or scholarly activity in own area of specialism
Planning and managing resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student experience or customer service	Builds and maintains positive relationships with students or customers
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems