

## Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
<b>Faculty/Directorate</b>	Academic Services
<b>School/Department</b>	Library Services
<b>Team</b>	Service Quality
<b>Job Title</b>	Library Experience and Space Manager
<b>Grade</b>	8
<b>Hours of Work</b>	Full time
<b>Contract Duration (Perm/Fixed Term)</b>	Permanent
<b>Reports To (Job Title)</b>	Library Experience and Operations Manager
<b>Responsible For (Job Title)</b>	Library Experience team

Principal Accountabilities
<p>You will proactively and positively lead the development of the Library's customer experience (on campus and digitally), utilising innovative and tailored approaches to service delivery to create standards that ensure the provision of consistently excellent, friendly customer care.</p> <p>You will provide dynamic leadership and direction for the Library Experience Team, creating a flexible, resilient, high performing team, with a 'one team' approach with shared values and a culture that puts customers at the forefront of everything we do.</p> <p>You will contribute to the strategic development of library spaces by supporting the campus experience, adapting to an evolving teaching and learning environment, and becoming a proactive partner in learning.</p>

Key Tasks
<p><b>Leadership and Management</b></p> <p>Support the Associate Director and Head of Service Quality in developing and delivering strategic improvements to customer services in line with the teaching, learning and research priorities of the University, and monitor and evaluate their success.</p>

Help develop and embed a shared culture and values, where Library Services staff are empowered and supported to be their very best in pursuit of our vision.

Provide excellent line management and leadership for staff in the Library Experience team, ensuring appropriate objectives are set, development needs are met and performance remains at a high level.

Contribute to the strategic development of library spaces by supporting the campus experience, adapting to an evolving teaching and learning environment, and becoming a proactive partner in learning.

Proactively contribute to the strategic development of a welcoming and professional Poetry Library service that delivers a consistently excellent experience to a broad range of audiences

Maintain an awareness of current developments and innovation in the academic library services sector, making proposals for service development and continuous improvement.

Initiate, plan and manage projects in support of key organisational objectives as required.

Help develop data, performance measures, reporting mechanisms and evaluation models to understand, continuously improve and evidence the impact of the team.

Be responsible for Health and Safety within the Library, including inspections, risk assessments, evacuations procedures and representation on the Professional Services Health & Safety Committee.

Deputise for the Associate Director and Head of Service Quality as required.

### **Service Delivery**

Lead, motivate and support the Library Experience team to deliver consistently excellent services, in person and digitally, including reception, enquiries, membership and circulation.

Develop, implement and regularly review policies, processes and procedures for effective and efficient service delivery.

Analyse and re-engineer Library processes to improve efficiency and introduce new technologies and workflows as appropriate.

Engage the Student Team in the shaping, delivery and evaluation of services and support for students, using co-creation and peer support to make it truly customer-focussed.

Actively engage in partnership working with customers to gain feedback and drive service innovation and improvement.

Be responsible for the Library's management and development of learning and study facilities, ensuring they are welcoming and inclusive, and responsive to the changing needs of students.

Develop and maintain an in-depth knowledge of relevant library systems (including relevant modules of WMS and the Sentry Juno access management system) to ensure they are used effectively and to their full potential.

Ensure processes, services and building comply with best practice and current health and safety, Disability Discrimination Act and GDPR legislation.

Contribute to the rota to cover including evenings, weekends and bank holidays when required.

## Relationships and Networking

Work collaboratively with the Content and Collections, Teaching and Learning, and Digital and Research Services teams to ensure a joint approach to service delivery and a positive student experience

Develop positive working relationships with the wider Professional Services community, in particular with colleagues in Estates, Facilities, Security and ISDS to facilitate the smooth running of the library.

Build strong relationships with the Library Self-service technology and security system suppliers.

Actively participate in external networks in order to share best practice, develop shared responses to pan-sectoral issues and identify opportunities for collaboration and partnership, locally and nationally.

Seek and promote external engagement within the Library and/or HE sector to maximise opportunities to enhance the profile and reputation of Library Services and the University.

Share in Library Services' culture and ways of working.

## Special Features

Owing to the particular responsibilities of the post, there will be some times of the year when it will either not be possible for the post holder to take annual leave, or be necessary to limit the amount of annual leave that can be taken.

Some UK and overseas travel may be required, as appropriate.

Evening, weekend and bank holiday working will be required.

## Miscellaneous

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

You are responsible for applying the University's Equality and Diversity Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider,

Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You are responsible for assessing and managing risk for all elements of work within your own area/team and for ensuring effective risk management processes are in place.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

## Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

## Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

### Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Excellent leadership and management skills including strategic planning, project and people management.	E
		1.2	Able to lead successful change and manage uncertainty	E
		1.3	Strong team ethos and collegiate approach to leadership and management.	E
		1.4	Excellent oral, written and interpersonal communication skills with the ability to influence and communicate with senior staff, colleagues and external organisations at all levels.	E
		1.5	Able to create, inspire and empower a high performing team to achieve successful results against clear objectives.	E
		1.6	Able to develop and deliver service excellence in a customer focused environment	E
		1.7	Able to work with a diverse range of customers, including the ability to deal with difficult situations and manage escalated complaints	E
		1.8	Excellent analytical and problem-solving skills, and a proven ability to make independent, timely and robust decisions.	E
		1.9	Able to interpret data for evidence-based problem resolution	E
		1.10	Able to prioritise and adapt strategic and operational objectives in the face of changing needs and conflicting demands.	E
		1.11	Excellent IT skills, especially in relation to library systems, web and resource discovery, and MS Office	E

2	General & Specialist Knowledge	2.1	Understanding of Library strategy and knowledge of services.	E
		2.2	Knowledge and understanding of the issues and context within which UK higher education operates.	E
				E
				E
				E
2.5	Knowledge of relevant legislation: health and safety; equality, diversity and inclusion; GDPR	D		
3	Education & Training	3.1	A relevant degree or equivalent qualification	E
		3.2	A professional qualification in Library or Information Management, or a related discipline.	D
4	Relevant Experience	4.1	Experience of managing a complex, high quality frontline customer service	E
		4.2	Experience of working in a relevant customer service role in an academic library	E
		4.3	Experience of dealing with a wide range of customers and a track record of providing excellent services, including under pressure.	E
		4.4	Experience of motivating, leading and developing staff, including managing poor performance.	E
		4.5	Experience of managing and developing staff to deliver an outstanding customer experience	E
		4.6	Experience of, engaging with customer feedback and using performance measures to continuously improve services.	E
5	Special Requirements	5.1	Evidence of, and commitment to, ongoing personal and professional development.	E
		5.2	A commitment to equality and diversity policies and objectives.	E
		5.3	The ability to travel as necessary within the UK and overseas.	E
Date of Revision			September 2021	