Job Summary

Job Title: Assistant Manager David Wilson Library
Grade: 6
Salary: £27,285 to £31,604 per annum
Department: University Library
Hours/Contract: Full-time and Permanent
Reference: 1420

Role Purpose

To be responsible for the operational management of the David Wilson Library’s public facing services, study environment, building and the team delivering these services.

To ensure excellent Customer and User led services are provided, continuously improved, are operationally efficient and support the University’s student experience, learning, teaching and research endeavour.

Main Duties and Responsibilities

- To manage the David Wilson Library’s public facing services ensuring a user centred approach to the operation and promotion of these services. This will include:
  - Ensuring that day to day operational library procedures are managed effectively and efficiently, including, reception services, access and membership, and the circulation and management of stock (including lending, shelving and routine collection management tasks)
  - Ensuring that the quality of the study and building environment is managed to high standards
  - Ensuring enquiry services are provided competently and professionally, and that enquiry and Help team support is available
  - Ensuring that support for referred and second line enquiries is in place and robust
  - Managing the quality, timing and content of the service communications in all media formats
  - Managing engagement, outreach and promotional activities
  - Proposing and implementing improvements to current services and working methods including the use of the library services platform, enquiry handling system and self-service systems and online and social media platforms

**POST 1** The post holder will have a cross cutting lead in the operation and development of the enquiry service, user communication and marketing

**POST 2** The post holder will have a cross cutting lead in the operation and development of the reception; access and membership; the circulation and management of stock (including lending, shelving and routine collection management tasks), disability support and the study and built environments.
The post holder will deputise for the David Wilson Library Manager as required

- To deploy staff and resources to ensure that services are provided and the Library open according to the requirements of our users. This will include:
  - Producing and maintaining the schedule of service staff to ensure that the services are available
  - Working in partnership with IT Services for the smooth operation of library and enquiry services and with University Security to ensure quality support for our users outside of staffed service hours
  - Managing Health and Safety and Building and Business Continuity matters, using the escalation procedures as required and undertaking Fire Warden and emergency evacuation duties

- To ensure that the user services team delivers an excellent user-centred experience within a culture that recognises the needs of our diverse users, supporting and enhancing their learning and research
  This will include:
  - Assisting with the implementation and achievement of awards such as Customer Service Excellence, ITIL and Welcome HOST
  - Participating in quality schemes such as the University’s set of VITAL values
  - Undertaking and contributing to user experience and engagement interventions to inform service development
  - Responding to and reviewing user feedback to inform and recommend service improvements
  - Setting, monitoring, reviewing and reporting on service standards and service performance

- To recruit, lead, manage, coach, develop and appraise a diverse team of staff, including students, volunteers and those on placement so that they are an engaged and confident team. This will include:
  - Implementing and evaluating Performance Development Discussion (PDD) and Service Plan led training and development, both team and individual
  - Providing a programme of IT and digital skills training and updates with IT Services
  - Managing HR matters according to University Ordnances, well-being policies and values
  - Leading and managing team communications e.g. team meetings, briefings, 1 to 1s etc.
  - Collaborating with other managers on opportunities for cross-service deployment, development and outreach activities

- To resolve user issues, complex referrals and complaints independently and to provide support and problem resolution for the David Wilson Library Manager. This will include:
Job Summary

- Resolving user and service complaints
- Dealing with breaches of Library regulations
- Ensuring the quality and content of enquiries answered and taking action to rectify any that are not dealt with satisfactorily

To prepare and analyse service, user experience, resource and enquiry management information to identify trends, support decision making, inform changes to services, policies and systems and evidence user satisfaction and engagement. This will include:
  - Producing reports to inform service plans
  - Providing evidence to support quality assessments
  - Assisting the David Wilson Manager with budget and resource monitoring

To manage the information content about the services, publishing this in accordance with our University guidelines and requirements concerning digital, social and print media. This will include:
  - Managing the quality and content of the FAQs knowledge base
  - Scheduling content for digital and social media
  - Overseeing information displays including digital content

To liaise, communicate and build relationships with Library colleagues, other divisions of the University, and external suppliers, organisations and the community to support the maintenance and development of services, to benchmark and to represent the David Wilson Library and its services. This will include:
  - Involvement in project groups, inductions and engagement activities
  - Communication and meetings with suppliers of products and services
  - Formal and informal presentations to individual or groups of Library users and visitors

To continue to develop professional skills and experience in management, operation of your services, and customer and user centred service delivery.

To undertake any other duties commensurate with the grade of the post.

Internal and External Relationships

Internal

Within the Library: daily contact with team colleagues to manage service and staffing requirements, and resolve problems
Daily contact with the Digital Services Manager for Digital IT support and development
Daily contact with Supervisors for service delivery matters and regular meetings with the David Wilson Library Manager for updating and planning.
Frequent contact with other library colleagues and teams to resolve problems, to follow up service and planning issues, and manage developments in the service.

Within the University: with members of Professional Services and College and Departmental Administration: Daily contact with staff in IT Services to resolve issues relating to the joint Help Zone, to refer IT enquiries and to support IT systems as necessary. Frequent contact with staff in the Student and Academic Services, the Doctoral College, the Student Union other Departments to resolve complex queries from users and to negotiate flexibility in procedures where appropriate. Regular contact with University Security to ensure service requirements are met and to deal with any problems raised relating to users, services and the building. Also with the portering, cleaning and Estates staff to ensure that building management requirements are met.

Library users - University students & staff, and external users: Daily contact with staff, students, and distance learners, members of the public and school and college students to answer and resolve complex enquiries and complaints. Also for user engagement and experience activities.

External
Members of the public and community groups regarding access to and membership of the Library
Regular contact with external suppliers and contractors regarding service queries and problems
Liaison with Library and Customer Service Professionals undertaking similar roles and responsibilities

Planning and Organising
Post holder is responsible for planning and managing the work of the services, prioritising work over the course of the academic year in order to meet agreed service standards and to address the fluctuations in demand which occur over the academic cycle.

Post holder is responsible for reviewing procedures and for ensuring the service develops in line with the needs of users and developments in self-service.

Post holder is responsible for deploying resources within devolved budget responsibility.

Post holder uses own discretion to resolve problems and answer enquiries and problems as they arise.

Post holder uses own judgement to plan own duties in the immediate and longer term, being flexible in prioritising them.

Qualifications, Knowledge and Experience

Essential
- EITHER a first degree and be working towards a qualification in librarianship or information science, or equivalent*
- OR substantial relevant experience in a comparable setting*
- Substantial experience of working in a customer-focused service*
- Experience of staff management and development in a diverse and inclusive organisation*
- Experience of leading teams to work flexibly in a busy environment*
- Experience of professional enquiry handling and resolution of customer issues. *
Job Summary

- Knowledge of enquiry/customer relations systems
- Knowledge of Equality, diversity and inclusion in the workplace
- Knowledge of the application of customer service policies and service standards

Desirable
- Postgraduate degree (or postgraduate diploma) in librarianship or information science, or equivalent
- Experience of working in partnership to help develop and maintain digital and IT service platforms
- Experience of managing projects
- Experience of producing service performance reports
- Knowledge of Marketing and Communications
- Knowledge of the changing higher education environment and its impact on library provision

Skills, Abilities and Competencies

**Essential**
- Skilful communicator conveying information succinctly and accurately*
- Actively listening and assessing how best to respond to individual requests and demands*
- Excellent customer care skills
- Proven team working, team leadership and coaching skills*
- Excellent planning, organisational and problem-solving skills
- A positive, proactive and innovative approach to service provision
- Excellent IT skills, including the use of common software packages, mobile technologies, the Internet and social media*
- Ability to confidently and proactively engage and empathise with a diverse student and staff body*
- Ability to work with detailed numerical information, including budgets, timetables and management information
- Ability to take responsibility, work under pressure and act with initiative
- Ability to undertake Lead Fire Warden Duties. Training will be provided.

**Desirable**
- Excellent training skills

*Criteria to be used in shortlisting candidates for interview

**Additional Screening Requirements**

- You are required to work with, value and celebrate students and staff from a diverse range of backgrounds to provide an inclusive learning, working and research environment which has a great sense of community.
- You are part of a team we are developing to mirror our student body, who can empathize and understand a wide range of student experience.
Job Summary

- The Library is open 52 weeks per year, including evenings and weekends and during University closed periods. Staff are required to recognise the nature of the service and demonstrate a degree of flexibility in their working hours/patterns. Library employees are required to adhere to the Library dress guidelines for safe and professional attire in the workplace.
- Library employees have specific responsibilities to the Health & Safety at Work Act 1974. This means taking reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work and cooperate in assisting the Library to fulfil its statutory duties and not to interfere with deliberately or misuse anything provided.
- The post holder will be expected to undertake emergency evacuation and fire warden duties.
- The post holder will be expected to participate in the recruitment of staff.
- In addition, the post holder may be required by the University Librarian to undertake other duties commensurate with the grading of the post. The duties of this post may change as library services evolve.

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

VITAL

The University encourages all staff to live our VITAL values which are:

Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.