

Job Description

Position:	Library Manager
School/Service:	Library (Directorate Student Services & Experience)
Reference:	SSE-022/P
Grade:	Grade 8
Status:	Permanent
Hours:	Full-time, 36.25 hours normally Monday to Friday. Some flexibility may be required to support occasional evening or weekend activities, events, or cover, in line with library service needs.
Reporting to:	Director of Student Services & Experience
Responsible for:	Library teams

Main Function of the position:

To provide strategic leadership and operational management of the university's library services, ensuring they effectively support teaching, learning, research, and the development of academic and information literacy skills. The Library Manager is responsible for delivering inclusive, high-quality, and user-centred services that meet the evolving needs of students, academic staff, and researchers.

A core element of the role is academic liaison—fostering strong partnerships with academic departments to align library resources and services with curriculum and research priorities. The role also encompasses the coordination of academic skills provision, academic diagnostics, effective resource and budget management, staff leadership, and ongoing service innovation in alignment with the university's strategic objectives.

The Library Manager is responsible for the effective leadership and day-to-day management of the library teams, ensuring the delivery of high-quality, inclusive, and responsive services.

Principal Duties and Responsibilities:

1. Oversee the day-to day operations of the library services, ensuring resources are available and accessible.
2. Lead and manage the library team, including recruitment, training and development of staff, including coordinating staff rotas and allocation of duties to ensure effective service delivery. Conduct performance reviews and monitor staff absences in accordance with university policies and procedures.
3. To oversee the acquisition, cataloguing, and maintenance of library collections (physical and digital) at the Peter Marsh Library, Queens Campus and Medical School. Championing the digital first agenda.

4. Work with colleagues in schools, professional services and/or the Students' Union to help deliver cross-University services, projects, policies, guidance etc. that improve student retention and success including those aligned to the University's Access and Participation Plan. This may include leading on specific projects, providing specialist advice to inform University decisions and producing reports for university committees.
5. To ensure effective and collaborative working with academic colleagues to identify and provide relevant resources to support teaching, learning and research.
6. Working closely with the Director Student Services & Experience to contribute to the development of the library's strategic plans and objectives. Implement policies and procedures in alignment with university goals.
7. To keep abreast of developments, trends and sector advancements in library services, information management, academic support.
8. Engage with external bodies, publishers and other libraries for resource sharing, networking, partnership working and professional development.
9. Foster relationships with Heads of Schools, academic departments and other key university stakeholders. Supporting research and information literacy initiatives across the University.
10. Ensure compliance with copyright laws, licencing agreements, and data protection regulations.
11. Prepare regular update reports for senior management on library performance, usage statistics, trends, budget information and staffing business cases.
12. Represent the University at appropriate meetings and events internally and externally as required.
13. Oversee the development of marketing materials and website content to ensure the promotion of library services via a variety of methods including social media and online.
14. Working closely with the Director of Student Services & Experience and senior colleagues across the University to deliver services in support of enhancing the student experience.
15. Lead on the reshaping of services to enable the teams to build capacity to meet increasing student demand, develop new services and modes of support and adapt to the changing academic context and learning framework.
16. Determine service priorities when faced with competing demands or resource constraints, basing decisions on an understanding of service data, University priorities, compliance requirements, risks etc. and work with staff to deliver activities in creative and innovative ways.
17. To manage and lead a team of staff supporting the Academic Skills Hub (ASH), Early Diagnostics and academic skills and pre-enrolment activities and initiatives to ensure the delivery of services meet the needs of students and the University.

18. Responsible for ensuring that appropriate systems, procedures, and processes are in place to effectively manage and administer all projects including Access and Participation Plan (APP) Library interventions within agreed timescales.
19. To manage and monitor departmental budgets and authorise library purchases, ensuring value for money and measurable impact. Decisions should be informed by data and focused on enhancing the student experience.
20. To undertake analysis and prepare reports on library survey findings in relation to the NSS Survey for relevant university committees and provide information and action plans on how the student experience could be enhanced to support KPIs and strategic measures.
21. Ensure a safe work and study environment and abide by the University health and safety policies and practise, taking actions and reporting risk to the Director Student Services & Experience as appropriate. Alongside chairing the local Health and Safety committee for the Directorate.
22. Observe and support the University's Equal Opportunities policy and Dignity and Work policy at all times.
23. Liaise with external partners and represent the University externally to enhance the University's reputation for the quality of the student experience, as required.
24. Work additional hours in the evenings and at weekends for events such as enrolment, open days, graduation and events. Remaining flexible in the event of a crisis or emergency situation, with the potential to work evenings and weekends.
25. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.
26. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Person Specification

Position: Library Manager		Reference: SSE-022/P	
School/Service: Student Services & Experience		Priority	
Criteria		(1/2)	Method of Assessment
1 Qualifications			
1 a)	A degree in Library and Information Science or a related discipline, or significant relevant experience	Priority 1	Application Form/ Documentation
1 b)	Management qualification or relevant leadership training	Priority 1	Application Form/ Documentation
1 c)	Postgraduate qualification in Library and Information Management	Priority 2	Application Form/ Documentation
1 d)	Chartered Member of a professional body (e.g., CILIP) or working towards it	Priority 2	Application Form/ Documentation
2 Skills / Knowledge			
2 a)	Strong IT skills, including digital literacy and competence in using standard office software (e.g Microsoft Office, databases, email, internet and video conferencing tools such as MS Teams or Zoom).	Priority 1	Application Form/Interview/ Presentation
2 b)	Excellent knowledge of library management systems, Springshare and research portals such as Esploro	Priority 1	Application Form/Interview
2 c)	Ability to develop and implement policies and procedures into actionable practice	Priority 1	Application Form/Interview
2 d)	Strong understanding of academic library services and information literacy	Priority 1	Application Form/Interview
2 e)	Ability to develop operational plans with SMART KPIs to achieve strategic objectives	Priority 1	Application Form/Interview
2 f)	Proven ability to inspire and motivate others with the ability to lead staff to ensure the high-quality delivery of services.	Priority 1	Application Form/Interview
2 g)	Ability to analyse and interpret complex data to evaluate impact and inform future plans and action	Priority 1	Application Form/Interview
3 Experience			
3 a)	Involvement in library service development or strategic planning	Priority 1	Application Form/Interview
3 b)	Previous experience of working in and leading change in a busy, fast paced and dynamic university or Higher Education library environment.	Priority 2	Application Form/Interview
3 c)	Experience in budget management and securing funding for library initiatives	Priority 1	Application Form/Interview
3 d)	Proven leadership and management experience, with a strong ability to inspire and lead multi-disciplinary, diverse teams in complex, fast-paced environments, including oversight of staff performance and development.	Priority 1	Application Form/ Interview
3 e)	Experience with digital library systems and e-resources	Priority 1	Application Form/Interview
3 f)	Experience and knowledge of UK Higher education policies and practices, trends and challenges.	Priority 2	Application Form/Interview

4	Personal Qualities		
4 a)	Flexible and adaptable to change	Priority 1	Interview
4 b)	A pro-active approach to customer service, continuous improvement and creative ways of working	Priority 1	Interview
4 c)	Ability to contribute to strategic thinking whilst ensuring operational delivery	Priority 1	Interview
4 d)	Excellent interpersonal and communication skills	Priority 1	Interview
4 e)	Strong leadership and motivational abilities	Priority 1	Interview
4 f)	Efficient and well organised; capable of working under pressure and to deadlines	Priority 1	Interview
4 g)	Sensitive to individual needs and cultural differences	Priority 1	Interview
4 h)	Strategic thinker with an ability to drive innovation	Priority 1	Interview
5	Other		
5 a)	Committed to continuous professional development, occasional attendance at meetings, conferences and networking events off campus	Priority 1	Interview
5 b)	Awareness of the principles of the GDPR, Health and Safety, Freedom of Information Act, UKVI Prevent and Bribery Act	Priority 1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Available to work flexibly and travel across university sites as appropriate in order to meet the needs of the services	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current.
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required