

JOB DESCRIPTION

Job Title:	Academic Services Manager
Grade:	F
Service:	Library, Archives and Learning Services
Campus:	Docklands/Stratford
Responsible to:	Head of Content and Digital Environments
Responsible for:	Academic Services Librarians
Liaison with:	Head of User Experience and Engagement and other LALS staff, Centre for Excellence in Learning and Teaching and Academic Skills team, academic staff and students of UEL, collaborative partners, external colleagues and library users.

JOB PURPOSE

To manage and develop the team of Academic Services Librarians enabling them to support Schools with information and digital literacy programmes and with research support. To work with the Head of Content and Digital Environments to help in the strategic development of academic services and deliver projects and initiatives in this area. To oversee a comprehensive information and digital literacy programme for students. To take on the role of Academic Services Librarian when required.

MAIN DUTIES AND RESPONSIBILITIES

1. Provide leadership and direction for a team of Academic Services Librarians, responsible for academic liaison, collection development and information literacy training for their respective Schools.
2. To be responsible for the development and co-ordination of information and digital literacy training and the development of innovative learning support services.
3. Take responsibility for the recruitment, training and performance management of the team of Academic Services Librarians.
4. Maintain an up to date knowledge of new learning technologies, initiatives and pedagogical practice to inform the continuous development and improvement of library services.
5. Lead the development and training of the Academic Services team to ensure staff are equipped to provide a sector leading learning support services, including the ability to work with new learning technologies and an understanding of contemporary pedagogical practice.
6. Co-ordinate academic services support for researchers and research students, working closely with the Scholarly Communications Manager and the whole LALS team.

7. Contribute to measuring impact of services, setting and monitoring of standards and objectives for the Academic Services Team in line with university and LALS strategies, benchmarking with other services in the sector, and reporting on relevant performance indicators as required.
8. With the Head of Content and Digital Environments, identify innovative ideas through horizon scanning and benchmarking which can be used in the UEL context, developing these into projects and deliverables.
9. Work with LALS managers to ensure the appropriate resources are in place to deliver library academic services across both campus libraries and to meet the needs of the academic Schools, providing costings and business cases where necessary.
10. Take lead responsibility for the development and promotion of online learning support tools and materials (for example LibGuides) working with relevant colleagues across the university to co-ordinate and manage projects.
11. To work with the Digital Library team on the delivery and planning for the KeyText scheme and the deployment of UEL Reading Lists.
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13. To contribute to strategic planning, decision making and policy development within the Service.
14. To act as Academic Services Librarian when required, supporting academic liaison, collection development and the delivery of information skills workshops and training for students.
15. To participate in the general running of the libraries and to participate in help desk rotas and advisory services for students; to take overall responsibility for the management of a campus library at certain times (e.g. evenings)
16. To represent LALS at appropriate university committees and working groups and externally. To develop regional and national links with other libraries and institutions
17. To undertake such other duties and responsibilities as may reasonably be required within the level of the post.
18. To work in accordance with the University's Equal Opportunities policy.

Local requirements:

1. This post involves regular on-site hours at both Docklands and Stratford sites with some opportunities for home working subject to local requirements.
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3. A flexible approach to work is required.
4. The postholder is required to work 35 hours per week including evening and Saturday duties on a rota basis.

PERSON SPECIFICATION

EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:

Essential criteria

Good first degree. (C)

Postgraduate qualification in Library and/or Information Management. (C)

Desirable criteria

Fellowship of the Higher Education Academy. (A/C)

KNOWLEDGE AND EXPERIENCE:

Essential criteria

Experience of managing and leading teams preferably in an academic library environment with the ability to line manage and motivate a team (A/I)

Experience of developing and delivering information and digital literacy skills in an HE environment. (A/I)

Understanding of HE and the HE library sector specifically (A/I)

Experience of developing innovative ideas into projects (A/I)

Experience of implementing systems for capturing monitoring and impact data to evaluate the success of the services provided. (A/I)

Good IT skills: including ability to use Microsoft Office, knowledge of content management systems and experience of creating online content, intranet pages. Knowledge of tools of technologies to support learning and teaching Office (A/I)

SKILLS AND ABILITIES:

COMMUNICATION / LIAISON AND NETWORKING

Strong interpersonal and communication skills (both written and verbal) including the ability to liaise with a range of academic and support staff to build skills networks across the university and with students to understand their specific and general needs. (A/I)

PLANNING AND ORGANISING RESOURCES / SERVICE DELIVERY

Ability to plan and allocate staff resources to meet varying levels of demand in a fair way that meets demands of stakeholders. (A/I)

Project Management skills (A/I)

TEAMWORK AND MOTIVATION

Ability to negotiate with partners to create a collaborative offer including selecting the most appropriate provision. (A/I)

DECISION MAKING / INITIATIVE & PROBLEM SOLVING

Ability to work with limited supervision and make decisions on own initiative. (A/I)

Ability to solve problems by analysing a range of information including diverse or opposing information. (A/I)

CIRCUMSTANCES:

Essential criteria

Ability to undertake evening duties and weekend working (A/I)

OTHER ESSENTIAL CRITERIA:

Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment. (A/I)

Criteria tested by Key:

A = Application form

C = Certification

I = Interview

P = Presentation

R = Research papers

T = Test