

JOB DESCRIPTION

Job Title: Docklands/Stratford Campus Library Manager

School/Service: Library, Archives and Learning Services

Grade: F

Campus: Docklands

Responsible to: Head of User Experience and Engagement

Responsible for whom: Digital Learning and Technology Manager, Assistant Librarians, and Library & IT Support Assistants

Liaison with: Staff and students within the University, external colleagues, and library customers

Never Not Moving Forward

Build your career, follow your passion, be inspired by our environment of success.
#BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year [Vision 2028 strategic plan](#) led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals

who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

THE DEPARTMENT:

Library, Archives and Learning Services at UEL is a diverse, customer-focussed service committed to building on our excellent customer service to enhance the experience of all members of the University and the wider community. With two campus libraries providing a range of study spaces for our customers and a wealth of online resources and services we are proud holders of the Customer Service Excellence award.

JOB PURPOSE:

To work with the Head of User Experience and Engagement and the Docklands and Stratford Campus Library Managers to manage and develop a comprehensive range of customer-focussed services for both on- and off-campus users to meet the diverse needs of our learning and research communities.

To manage space, operations and first line services in the Docklands/Stratford Campus Library and online in accordance with agreed service plans, library policies and service standards. To lead and manage a diverse team.

MAIN DUTIES AND RESPONSIBILITIES:

- To provide high-quality library and information services and learning spaces to diverse learning and research communities.
- To provide professional information services and assist customers in their use of library resources.
- To manage customer services and operations within the Campus Library, including the full range of print, digital and IT services for students and staff.
- To lead on aspects of customer service delivery in collaboration with the Head of User Experience and Engagement and with the support of the Customer Services team.
- To line manage a team of front-line staff, including Assistant Librarians and Library and IT Support Assistants.
- To recruit and train relevant staff, managing performance and providing appropriate development opportunities.
- To deploy staff, allocate tasks and produce timetables and rotas to ensure the smooth running of the service.
- To keep under review staffing requirements for the campus library, ensuring sufficient levels of staffing to maintain service operations and opening hours, and to work with the Stratford/Docklands Campus Library Manager and the Head of User Experience and Engagement to deploy staff as required across the two libraries.
- To ensure library regulations and health and safety requirements are adhered to and to liaise closely with relevant university staff (including Security and Campus Services) to maintain a safe, clean, and healthy environment.

- To liaise with IT Services staff and student peer support staff (Digital First Aiders) to ensure effective technical support for open access IT and timely responses to referred IT problems.
- To lead and contribute to appropriate library projects, as required.
- To liaise with other senior library staff (including Academic Services Librarians, Digital Library Manager, and the Scholarly Communications Manager) to ensure the delivery and implementation of service priorities and policy. To implement best practice and contribute to policy and service development.
- To contribute to strategic planning, decision making and policy development within the Service through the relevant fora.
- To assist in collecting and collating management information and user feedback. To provide reports and make recommendations to senior managers where necessary.
- To participate in help desk, online chat and other duty rotas required to maintain library services throughout our opening hours.
- To undertake such other duties and responsibilities as may reasonably be required within the level of the post.

Local requirements

- The post holder is expected to work 35 hours per week including evening and weekend duties on a rota basis.
- A flexible approach to work is required.
- Although based at a particular campus, the post holder is required to work at any of the University sites as necessary, with some opportunities for home working, subject to local requirements.

PERSON SPECIFICATION

EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:

Essential criteria

- Undergraduate degree (A/C)

Desirable criteria

- Relevant professional qualification (e.g., Library or IT) (A/C)
- Membership of relevant professional body (A/C)

KNOWLEDGE AND EXPERIENCE:

Essential criteria

- Experience of successfully leading and managing a team, agreeing objectives and organising and delegating tasks (A/I)
- Experience of building relationships with key stakeholders (A/I)

SKILLS AND ABILITIES

Essential criteria

- Excellent verbal and written communication skills including the ability to adjust the content of information to suit varying levels of understanding (A/I/P)
- Good IT skills including familiarity with Microsoft Office, library management systems, social media and web technologies (A/I)
- Outstanding interpersonal skills (A/I/P)

PERSONAL ATTRIBUTES AND QUALITIES

Essential criteria

- Demonstrable commitment to providing excellent customer service and experience of developing services to meet customer expectations (A/I)

- Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions (A/I)
- Proven skills in effective use of management information to inform decision-making and planning (A/I)

OTHER ESSENTIAL CRITERIA:

- Commitment to and understanding of equality, diversity and inclusion issues within a diverse and multicultural environment (A/I)
- Commitment to professional development of self and others (A/I)

Criteria tested by Key:

A = Application form

C = Certification

I = Interview

P = Presentation