

JOB DESCRIPTION

Job Title: Deputy Library Experience Manager
Ref no: LIB906
Campus: Hendon
School/Service: Library and Student Support (LSS)
Grade: 6
Starting Salary: £35,625 per annum inclusive of Outer London
Weighting rising to £40,848 incrementally each year.
Hours: 35.5 hours per week, actual daily hours by arrangement
Period: Permanent
Reporting to: Library Experience Manager
Reporting to Job Holder: Library Experience Assistants & Library
Support Assistants

Overall Purpose:

- To give operational and administrative support to the Library Experience Team at Sheppard Library.
- To help develop and deliver a high-quality service aligned to the Middlesex (MDX) 2031 strategy; one that is a student-focussed customer experience within a safe and secure environment.
- To support the Sheppard Library Experience Team & the Library Experience Manager to deliver a high-quality library service to students, alumni and visitors to Middlesex University. To provide management cover in the absence of the Library Experience Manager
- Under the direction of the Library Experience Manager the post-holder is responsible for the day-to-day supervision, timetabling/scheduling and operational support of the Library Experience Team. The post-holder will also provide second line support to staff to help maintain an environment conducive to study.
- They will assist the Library Experience manager to line manage team members; including setting objectives to help develop the service in line with operational and strategic needs, deployment of staff, sickness absence, annual leave etc.
- Please note: This role is primarily an on-campus role and is therefore only suitable for limited remote-working (by prior agreement)

Principal Duties:

- Collaborate with the Library Experience Manager in developing and evaluating service objectives and procedures aligned with the 2031 MDX Strategy and Library Plan.

- Assist the Library Experience manager to manage team members; including setting objectives to help develop the service in line with operational and strategic needs, deployment of staff, sickness absence, annual leave etc.
- Stand in for the Library Experience manager as needed.
- Act as second level support & first point of escalation for front line team, with responsibility for resolving more complex enquiries, complaints and behaviour issues.

Staff Management:

- Ensure that staffing, timetables and daily duty rotas are completed and communicated to team members; ensuring a high level of attention to detail, taking account of peak service periods & staff absences
- Collaborate with the Library Experience Manager to help ensure Library Experience team are updated appropriately with developments or changes in the service.
- Administer, collate and record annual leave requests from entire Library Experience Team, using agreed protocols (Annual Leave approvals will be via line managers).
- Help recruit, train, line-manage and motivate the Library Support Officers in the Library Experience team including performance management, planning and reviewing their work and ensuring they meet service objectives as agreed with the Library Experience Manager.
- Take responsibility for ensuring that team members follow the Library, LSS Departmental procedures and Middlesex University financial procedures.

Library Services:

- Collaborate with the wider Library service including Senior Managers & Librarians in the pro-active management of the collection and space in line with student needs.
- Liaise with colleagues internal and external to the University to exchange ideas and develop best practice in terms of service provision.
- Liaise with the Library Experience Manager, Service Support Officer, Security Team and Estates Facilities Management Services (EFMS) in ensuring a safe and secure environment that is conducive to learning.

- Making recommendations for improvements, including arranging health and safety training for the Library Experience team as needed.

Other Responsibilities

- To be responsible for your own Health and Safety and that of your colleagues, in accordance with the Health and Safety at Work Act 1974 and relevant directives.
- Develop and maintain appropriate customer service operational procedures ensuring staff are trained in their use.
- To undertake professional development appropriate to the role.
- To undertake any other duties and specific projects as may reasonably be required by the Library Experience Manager and the Library and Student Support Executive, commensurate with the grade of the post.
- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post-holder.
- The post-holder will actively follow Middlesex University policies including Equality & Diversity policies.
- The post-holder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager.

PERSON SPECIFICATION

Job Title: Deputy Library Experience Manager

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

SELECTION CRITERIA:

Essential:

- Educated to degree level or equivalent experience in a library or academic library setting.
- Experience of supervising, motivating & managing front-line staff.
- Ability to role-model desirable behaviours.
- Ability to deliver a high standard of customer care, including handling complaints and challenging behaviours / situations.
- Experience of working with IT systems and software, including Microsoft Office applications.
- Excellent oral, written and interpersonal skills.
- Excellent organisational skills in a complex work environment.
- Ability to adapt to a changing working environment to help meet service needs.
- Demonstrable experience of team working and cross-team collaboration.
- An awareness and understanding of Middlesex University's values and vision.
- Able to work primarily based on campus.

Desirable:

- Experience of using a Library Management System.
- Experience of helping to manage, implement and review policies and procedures.

Equality Diversity and Inclusion

Essential:

- Demonstrate an understanding of fairness, equality, inclusion and diversity in a higher education setting.

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Benedict Spencer,
Library Experience Manager, by email on: b.spencer@mdx.ac.uk