JOB DESCRIPTION

Job Title: Head of Content and Digital Environments
Service: Library and Learning Services
Campuses: Docklands and Stratford
Grade: H
Responsible to: Director of Library, Archives and Learning Services
Responsible for: Academic Services Manager, Digital Library and Collections Manager, Scholarly Communications Manager, the Archivist and, through them, other library services staff.
Liaison with: Head of User Experience and Engagement, Deans,, academic staff and students, colleagues in other Professional Services, colleagues in partner and collaborating institutions and other outside organisations, including professional bodies.

JOB PURPOSE

The Head of Content and Digital Environments will assist the Director of LALS in providing high-quality, user focused library, archives and learning services to our diverse learning and research community, both on- and off- campus. As a member of the Library, Archives and Learning Services senior management team, the post holder will play a key role in the strategic planning and development of the whole service.

The Head of Content and Digital Environments will take lead responsibility for Academic Services, Collections and the digital library, Archives and Research support. They will lead on policy development in these areas and ensure operational effectiveness. They will develop methodologies for gathering data and use the findings to make decisions on resources and systems that provide the best return on investment. The Head of Content and Digital Environments will work collaboratively with other professional services at UEL and with external suppliers and organisations for the benefit of UEL staff and students.

MAIN DUTIES AND RESPONSIBILITIES

1. To assist the Director in delivering institution strategic priorities, and deputising for the Director as required, representing the directorate on designated university and external committees.

2. To contribute to strategic planning, management and development of Library, Archives and Learning Services; to contribute to financial planning to achieve an appropriate balance between resources deployed on physical collections, electronic resources, systems, space and staff.

3. To provide strategic leadership and direction to deliver consistently high standards of service for both on and off-campus users through academic liaison, and customer focused information resources and collections and working across teams within LALS.

4. Support university wide compliance with licenses, contracts and other regulations, including the management of copyright licenses and contracts for the supply and hosting of digital library services.

5. To line manage the Academic Services Manager, Digital Library and Collections Manager, Scholarly Communications Manager, and Archivist, and to lead, manage and motivate all the staff within the these teams. To oversee recruitment and selection, probation and performance management for these library staff.

6. Regularly contribute to the staff development programme and provide training for LALS and other UEL staff on new systems, processes and workflows.

7. To maintain and develop close links with academic Schools, ensuring LALS meets the learning, teaching and, research requirements of the academic community through, in particular, the team of Academic Services Librarians and the Scholarly Communications Manager and the collections offered.

8. Monitor developments in scholarly publishing and communications and in the delivery of collections and services to ensure UEL's library service remains innovative and responsive to emerging trends in learning and research support.

9. Set standards and objectives for the Academic Services, Scholarly Communications, Archives and Digital Library and Collections teams in line with university and LALS strategies, benchmarking with other services in the sector, and reporting on relevant performance indicators as required.

10. Take the lead for LALS in supporting academic quality assessment & enhancement and maintaining up to date knowledge of curriculum and academic portfolio developments across the university.

11. Oversee the procurement of all information resources, exploring and implementing new business models (where appropriate) and instigating and managing projects to evaluate usage, measure impact, improve availability, and assess cost effectiveness of collections and information resources to support continuous development and improvement, making recommendations based on this data.

12. Chair cross-institution and/or cross-directorate groups as required to foster interdisciplinary collaboration (e.g., Academic Services and Scholarly Communications group).

13. Oversee UEL's archives and contribute to their use in the University's learning, teaching, and research as well as widening participation agenda, developing and establishing external partnerships with donors.

14. With other LALS management team members, develop methodologies to gather data and implement ways to measure return on investment and impact on student progression and outcomes.

15. With the Head of User Experience and Engagement, manage stakeholder relationships, ensuring good liaison with academic Schools, external partners and professional colleagues. This includes maintenance of appropriate service standards, benchmarking with other libraries and institutions, using suitable feedback mechanisms, reporting on service developments and ensuring this informs service planning and resource allocation.

16. To actively seek opportunities for project and research funding from internal and external sources, developing appropriate partnerships and preparing the necessary bids where appropriate.

17. Maintain and develop effective links with IT stakeholders to guide and influence the management of library related IT systems and develop new systems to meet strategic objectives.

18. To build, support and develop regional and national links with other libraries and institutions for the benefit of UEL and the wider HE community.

19. To undertake such other duties and responsibilities as may reasonably be required within the level of the post.

20. To work in accordance with UEL's equality and diversity policies.

Local requirements:

1. Although based at a particular campus, the post holder will be required to work at any of our libraries as necessary with some opportunities for home working subject to local requirements.

2. A flexible approach to leadership and work is required.

3. The post holder will be required to work scheduled evenings and Saturdays on a rota basis.

PERSON SPECIFICATION

Post: Head of Content and Digital Environments
Grade: H
Service: Library and Learning Services
Campus: Docklands/Stratford

EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS

Essential Criteria
Degree
Professional library or information qualification

Desirable Criteria
Postgraduate qualification or equivalent
Membership of a relevant professional body

KNOWLEDGE AND EXPERIENCE
Demonstrable record of senior library management which includes strategic management, policy development and delivery of key objectives.
Demonstrable record of delivering digital library services.
Demonstrable record of resource management, including quality and risk management.
Demonstrable record of delivering support for learning, teaching, and research.
Demonstrable record of people management and staff development.

COMMUNICATION
Ability to summarise and interpret complex, conceptual and specialist matters using a range of styles and media selected to meet the needs of a diverse audience.

TEAMWORK & MOTIVATION
Experience of being an overall team leader for one or several sections, setting the goals, and directing to effectively meet team and institution objectives.

PLANNING & ORGANISING
Experience of being responsible for the operational planning and organisation of large projects or the coordination of a number of teams or projects, including setting performance standards and monitoring procedures.
Experience of providing input to longer term strategic planning.

INITIATIVE & PROBLEM SOLVING
Experience of anticipating problems and identifying solutions that bring wider and longer term benefits for the organisation and potential external partners.

SERVICE DELIVERY
Experience of setting high standards and determining the quality of service to be provided to achieve strategic goals including experience of partnership working.

DECISION MAKING
Experience of providing advice or information that will influence the decisions of others, identifying possible options not previously considered and implications that may have wider and longer term impact.

OTHER ESSENTIAL CRITERIA

Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment.