



**Middlesex
University**

MU Services Limited

JOB DESCRIPTION

Job Title: Library Experience Manager
Ref no: LIB910
Campus: Hendon
Service: Library and Student Support
Grade: Grade 7
Starting Salary: £41,990 per annum inclusive of Outer London Weighting rising to £48,228 per annum incrementally each year
Hours: 35.5 hours per week, actual daily hours by arrangement
Period: Temporary – 12 months. (If you are applying internally for a temporary secondment you must discuss this with your line manager before applying)
Reporting to: Head of Library Services
Reporting to Job Holder: Deputy Library Experience Manager, Library Experience Assistants and Library Support Assistants

Overall Purpose:

- To be responsible for the delivery, management and development of the Library Experience Team. To co-ordinate the development and delivery a high-quality service aligned to MDX 2031 strategy, one that is student-focused customer experience within a safe and secure environment
- To lead the Library Experience Team in the delivery of a high-quality library service to students, alumni and visitors to Middlesex University and to help a shape a library experience that is welcoming, positive and supportive experience of customers using the Library space
- To seek out best practice and user experience research to support the development of the Library spaces and experience
- To work collaboratively with teams across the directorate to co-ordinate the operational management of the library services and spaces

Principal Duties:

- Actively manage the direct service provision, delivered by Library Experience Team to ensure a high-quality customer experience. This will require a willingness to work flexibly as the service requires, with weekend and evening attendance
- Ensure a friendly and welcoming environment and atmosphere that is conducive to learning, considering the needs of a broad range of users, making best use of individual, group and silent study spaces to create an ethos of study, making recommendations for improvement/ change as needed
- Manage library circulation activities and processes in ALMA (the library management system) to ensure an excellent level of customer services
- Develop, document and maintain appropriate standard operational procedures and policies and ensure colleagues are consulted and updated appropriately through team and individual meetings, briefings and other appropriate communication channels

- Examine and analyse data relating to Library circulation systems to plan and develop services
- Create, monitor and review service plans, associated budgets, service data and associated key performance indicators (KPIs), recommending and implementing appropriate action to meet commitments and ensuring the most effective use of resources required for the team and the development of the service
- Work collaboratively with key LSS stakeholders, including UniHelp, Liaison Librarian Team, Student IT and Library Systems Team, Disability and Wellbeing Teams, Collections Team, to ensure the coordinated development and delivery of service provision
- Liaise with members of the on-Site Services Officer in the creation and maintenance of a safe and secure environment and ensure that Health and Fire Safety procedures and training are implemented, monitored and reported on to ensure compliance with relevant legislation and best practice
- Liaise with the security team and Head of Security to ensure that effective security cover is provided throughout the academic year, to evaluate all incidents and reports
- Act as a point of escalation for customer enquiries and complaints, making judgements on best resolutions in line with appropriate policies, University regulations and best practice
- Recruit, lead, manage and motivate staff in the Library Experience team to deliver an excellent standard of service and thorough monitoring and reviewing the levels of work and processes, ensure appropriate resources are available to meet service objectives. Evaluate staff learning needs through observation and appraisal processes
- Take a proactive approach to service delivery including benchmarking with other libraries and recommending service enhancements in line with LSS and University priorities
- Participate in cross-service initiatives, projects and committees
- Support the Head of Library Services in leading the development of innovative and tailored approaches to service delivery within LSS, with both staff and service user participation

Other Responsibilities:

- The postholder will carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager and the LSS Executive Team
- The postholder will actively follow Middlesex University policies including Equality & Diversity policies
- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the postholder

PERSON SPECIFICATION

Job Title: 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:

Education/Qualifications

Essential:

- A Library qualification or equivalent work experience

Desirable:

- A management qualification
- Relevant health & safety experience and/or an appropriate Health and Safety qualification

Experience

Essential:

- Experience of managing a customer facing service preferably within a Library or Information service
- Demonstrable experience of staff management, including recruitment, motivation, performance management and appraisal
- Demonstrable experience of developing an effective team with clear communication of goals and responsibilities. Encouraging decision making and accountability at an individual and team level
- Experience of establishing, maintaining and developing effective working relationships and networks with colleagues, contractors and suppliers
- Experience of using a library management system to manage library circulation activities and processes to ensure an excellent level of customer service
- Experience of planning service delivery and making data driven decision making
- Experience of research, and monitoring and evaluation tools to deliver both consistently excellent services and service innovation
- Experience of balancing different priorities when faced with competing demands from stakeholders, colleagues and the organisation

Knowledge

Essential:

- A proactive approach to continuing professional development. A willingness to adopt an outward facing perspective and share best practice to enhance the service

- An awareness and understanding of Middlesex University's values and vision

Skills

Essential:

- An ability to work independently and proactively to solve problems and present solutions
- Excellent IT skills, including Word, Excel, databases and Outlook and a willingness to develop expertise in the use of technology and other software packages
- Excellent communication skills including persuasion and negotiation; as well as written and presentation skills
- Excellent organisational skills in a complex, busy work environment
- Able to work the occasional weekend and evening as required

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion

M U 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.

Fixed Term Contract

This temporary appointment is for the following allowable reason:

- Pending permanent appointment

Therefore, this appointment has a defined end date of 12 months.

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our [Secondment Guidelines](#).

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.

What Happens Next?

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 Ella Mitchell, Head of Library Services, via email on e.mitchell@mdx.ac.uk