

<b>School/Service</b>	<b>Library and Learning Services (LLS)</b>
<b>Post Designation</b>	<b>Head of Student Experience</b>
<b>Grade</b>	<b>9</b>
<b>Post to which directly responsible</b>	<b>Director of Library and Learning Services</b>
<b>Posts for which directly responsible</b>	<b>Direct line reports: Customer Services Manager, Student Engagement Manager, Learning and Technology Spaces Manager</b>
<b>Purpose of Job</b>	
<p>To support the Director in developing the long-term strategic direction and transformation of frontline library customer services with specific responsibility for student library and IT advice, student communication and library engagement programmes, library operations, management of learning and technology spaces.</p> <p>To carry out research to understand trends and developments in students' library needs, and ensure that services are inclusive and co-designed, with flexible, user centred service models that are viable, easy to use, welcoming and relevant. This role is responsible for developing frameworks and service models that strategically position LLS as a key partner in delivering and enhancing the student experience.</p> <p>To lead the day-to-day management and delivery of library services ensuring people and resources are targeted, planning ahead, maintaining service continuity, and resolving underlying issues.</p> <p>To lead a team of professional and technical staff responsible for delivering high quality customer services, engagement programmes and learning spaces.</p> <p>To act as a proactive member of Library and Learning Services Leadership Team, working collectively to support the library's contribution to the delivery of university strategies on learning, teaching and research</p>	
<b>Responsibilities</b>	
<ol style="list-style-type: none"> <li>1. To lead the development and implementation of the long-term strategic direction of the frontline library services. Understand trends and developments in students' library needs and look to extend and enhance services to support the Universities core business of teaching and research. Translate strategy into operational plans with a focus on delivering transformational outcomes that support the Library and Learning Services Plan.</li> <li>2. To make an active and informed contribution to the Service's overall management and strategic direction as a member of the Service's Leadership Team. Develop a strong awareness of the University's academic developments and delivery, so that the team can make informed decisions.</li> <li>3. To oversee the operation of the tiered service model delivering proactive and timely support including, student IT, library advice services, lending and membership, support for students with a disability, and ensuring consistent and effective services through active concierge, physical service point and virtually.</li> <li>4. To lead LLS's approach to student communication and implement a targeted engagement programme to support belonging and wellbeing, expand student employment opportunities and drive maximum usage and impact of services and spaces through our 'students as partners' framework.</li> <li>5. To lead the development and delivery of library learning and study spaces, facilities and equipment with the provision of a high quality, technology rich learning environments. Drive student engagement and use of spaces through multichannel services and agreed hours of operation. Contribute to proposals and business cases to support space development projects.</li> </ol>	

6. To lead and develop highly productive teams, setting direction and vision, building a positive and inclusive work culture, engaging colleagues in shared understanding and common goals, inspiring, delegating and empowering.
7. To lead a culture of continuous improvement of services within the Student Experience team, systematically evaluating a range of feedback and metrics available, and developing excellent services in line with these.
8. To develop team to deliver high quality services through recruitment, induction, coaching, development and performance management, using university processes to support these
9. To develop standards, policies and processes and ensure compliance with legislative, regulatory and best practice requirements, capturing risks and maintaining records
10. To deliver services collaboratively through building relationships proactively with stakeholders across the service and university, and externally with suppliers and sector networks, representing the service with credibility and authority
11. To plan, prioritise and organise resources, setting and forecasting budgets, ensuring funds are spent to target, ensuring best value for money
12. To design research, data analysis and insights to understand students' library activities and needs, for decision making, and for preparing high quality reports to communicate issues clearly and persuasively
13. To participate in external networks, and otherwise to keep abreast of current and future developments, using this intelligence to ensure that current practice at Leeds Beckett in support of learning spaces, student experience and customer service is sector leading.
14. To perform other duties commensurate with the grade of the post and to deputise for the Director as required.

#### **Equal Opportunities**

We are committed to providing a non-discriminatory and harassment-free working environment for our employees. All postholders are expected to have due regard for those policies when carrying out their duties.

#### **Safety, Health and Wellbeing**

You will maintain a positive attitude to Safety, Health and Wellbeing in carrying out personal responsibilities and co-operate with policy/local rules/codes of practice.

#### **Physical Conditions**

The postholder will work on a hybrid basis, with home working and on campus working (City Campus and Headingley Campus).

#### **Relationships**

The post holder will have direct responsibilities to the Director. They will work with staff at all levels within the service, across the wider University and externally with vendors and suppliers.

#### **Terms & Conditions**

Terms & Conditions of Service are as determined by the Vice-Chancellor for Support staff (within a framework set by the Board of Governors), and will have regard to any national recommendations arising from negotiations between the Universities and Colleges Employers Association (UCEA), and the recognised trade unions in so far as these are adopted by the Board / Vice-Chancellor.

Salary is currently within Grade 9. On appointment staff will normally be placed on the first point of the substantive grade for the post. Appointment above this will only be on an exceptional basis and subject to approval in line with our University's Pay Policy.

#### **Support Staff**

Annual leave entitlement begins at 38 days.

Hours of work per week = 37 and to include responsibility for out of hours services
<b>Probationary Period</b>
Appointment to this position may be subject to a probationary period of up to 12 months, in line with our probationary policy. A copy of our probationary policy is available on our website or on request from Human Resources.
<b>Pre-employment Health Assessment</b>
Our University aims to ensure that all employees are placed in a job that is compatible with their health and physical abilities. In accordance with the Equality Act, questions relating to health are asked following an offer of appointment. All offers of appointment are subject to pre-employment health assessment.
<b>Qualifications</b>
In accordance with our pre-employment processes, it is University policy to verify qualifications for successful candidates. We will need evidence of those qualifications required by the employee specification and claimed on the application form.
<b>Closing Date</b>
XXX Midnight
Please complete an online application. If you are unable to complete an online application, please contact the HR Recruitment Team on either 0113 8121821 or <a href="mailto:HRrecruitment@leedsbeckett.ac.uk">HRrecruitment@leedsbeckett.ac.uk</a> who will be able to provide you with a hard copy application form.

<b>Post Title</b>	<b>Head of Student Experience</b>	<b>Grade 9</b>
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Please carefully read the notes of guidance enclosed with the application form and provide information to help us decide whether you meet the criteria below.

<b>Qualifications, Skills, Experience &amp; Knowledge</b>	<b>Essential</b>	<b>Method of Assessment</b> (Application/ Interview/Test/Other)
1. A degree or postgraduate qualification in a relevant field and/or substantial experience of leadership in a large, complex institution, preferably in a higher education environment and contributing to university strategies to support learning, teaching and research.	✓	Application/ Interview
2. Experience of designing and delivering frontline library services, student engagement programmes and learning/technology spaces for service continuity and operational effectiveness through service delivery hours and ability to manage their long-term strategic direction and continued transformation.	✓	Application/ Interview
3. Experience of leading and developing high performing teams – setting direction and vision, developing a positive and inclusive culture, engaging colleagues in shared understanding and common goals, inspiring, delegating and empowering	✓	Application/ Interview

<b>Performance Attributes</b>	<b>Method of Assessment</b> (Application/ Interview/Test/ Other)
Please note that all the following criteria are <b>essential</b> .	
<b>PLANNING &amp; ORGANISATION</b>	
4. Proven ability to plan and organise resources, to set and forecast budgets, ensuring funds are spent to target, prioritising and targeting and ensuring best value for money	Application/ Interview
<b>SERVICE DELIVERY</b>	
5. Ability to use research, data analysis and insights to understand academic, researcher and students' needs, for decision making, continuous improvement and for preparing high quality reports to communicate issues clearly and persuasively	Application/ Interview
6. Ability to develop standards, policies and processes and to ensure compliance with legislative, regulatory and best practice requirements, assessing risks and maintaining records	Application/ Interview
<b>TEAMWORK</b>	
7. Proven ability to build positive and high performing teams with effective working relationships with team members, demonstrating strong team leadership skills, the latter to include team engagement and motivation, team development, and performance management.	Application/ Interview
<b>COMMUNICATION</b>	
8. Excellent communication skills, including the ability to produce reports and presentations to a high standard, and to the service with credibility and authority both within and externally to the university	Application/ Interview
<b>CREATIVITY &amp; INNOVATION</b>	
9. Evidence of the ability to think creatively and flexibly, with an enthusiastic and positive approach to the implementation of change, project management and service development.	Application/ Interview

**LEARNING & DEVELOPMENT**

10. Appreciation of the importance of maintaining and developing professional skills and competences, of keeping up to date with developments in the sector and feeding this back into service enhancement, and an enthusiasm for developing the team using a range of approaches.

Application/  
Interview

Whilst these performance attributes may relate to this role more specifically for recruitment and selection purposes, following appointment, all members of staff are expected to demonstrate effective performance across all six of our University's performance attributes. Please [click here](#) for further details.

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