



1 Advertisement

Post Title: Operations Senior Manager

School/department: Library

Hours: full-time considered up to a maximum of 1 FTE / 37.5 hours

Requests for flexible working options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: permanent

Reference: 10673

Salary: starting at £44,414 to £52,841 per annum, pro rata if part time.

Placed on: 22 February 2023

Closing date: 21 March 2023 Applications must be received by midnight of the closing date.

Expected Interview date: to be confirmed

Expected start date: to be confirmed

An exciting opportunity has arisen to join our Library Management Team, working with other senior management colleagues to deliver the Library's strategic vision and operational plans. We are looking for an innovative person to lead our Library Operations teams in delivering high quality and timely services to students and staff at the University.

As part of the Management Team, you will contribute to the delivery of the Library's Operational and Strategic Plans in line with the University's values. The role will maximise the opportunity for data driven planning and decision making by leading on the co-ordination of data capture and analysis across our Library teams. As a member of the Library Management Team, you will also co-ordinate the planning and reporting of the Library's Operational Plans.

You will be responsible for the day-to-day management of the Library building and operations. You will lead our administrative and building teams, forming close working relationships with other University divisions to ensure our services are delivered in an efficient and seamless manner. This will include the co-ordination of staff development and of compliance on issues such as data protection, health and safety and business continuity within the Library.

This is an exciting time to join us as we embark on our ambitious Libraries Programme to deliver high standard library services and spaces, including a refurbishment of our Library building. This role will make a vital contribution to the successful delivery of this programme as the operational lead for the development of spaces within the Library. You will be working closely with students, academic staff and library and Professional Service colleagues to ensure that we continue to provide fit-for-purpose, innovative

spaces for study, work, and engagement.

We recognise the benefit of working with colleagues outside our institution to inspire innovation and development and expect you to actively engage with professional networks to represent the University of Sussex and support our wider sector.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. The School / Division

Please find further information regarding the school/division at www.sussex.ac.uk/library

3. Job Description

Job Description for the post of: Operations Senior Manager

Department: Library Operations

Section/Unit/School: Library

Location: Library

Grade: 8

Responsible to: Associate Director

Responsible for: Library Operations Assistant Manager (Administrative);
Library Operations Assistant Manager (Buildings)

Role description: This role will work as part of the senior management team to deliver the Library's strategic vision and operational plans. It will be responsible for the management and leadership of the Library's administrative and buildings teams, building close working relationships with other University Divisions to ensure services are delivered in a seamless manner.

The postholder will co-ordinate compliance on issues such as data protection, health and safety and business continuity within the Library as well as overseeing out recruitment, staff development and human resource processes in close conjunction with

the University's Human Resource departments. They will also be the operational lead for the development of spaces within the Library, liaising with students, academic staff and library and Professional Service colleagues to ensure that we continue to provide fit-for-purpose, innovative spaces for study, work and engagement.

As part of the Senior Management Team, this role will be responsible for the co-ordination of the planning and reporting of the Library's Operational Plan. It will lead on the co-ordination of data capture and analysis across Library sections in order to support strategic decision making. The postholder will proactively engage with professional networks to represent the University of Sussex and support the development of UK HE libraries.

PRINCIPAL ACCOUNTABILITIES

1. Lead, manage, promote, and maintain a high-quality Professional Services team, engendering a culture of continuous improvement.
2. Ensure the delivery of outputs of the team.
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service.
5. Responsible for the operation of the Library building, including occasional out of hours response.
6. Lead and coordinate the creation, analysis, and strategic use of data to support planning, decision making and reporting.
7. Work closely with other Professional Service teams across the University to ensure the provision of high quality and timely business support for Library staff across a range of areas including finance, staff development and human resources.

KEY RESPONSIBILITIES

- 1. Departmental Management and Leadership**
 - 1.1 Provide management and leadership to motivate the department to achieve targets and objectives
 - 1.2 Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department
 - 1.3 Ensure departmental understanding and application of operational standards are embedded in the departmental culture and methods of working

- 1.4 Support the development of others, providing training and coaching in area of expertise
- 1.5 Foster an ethos of continuous improvement

2. Service Delivery

- 2.1 Working within overall university policy and procedure, ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives.
- 2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
- 2.3 Contribute the development of departmental/functional strategic planning process
- 2.4 Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility.
- 2.5 Ensure appropriate records and documentation are maintained commensurate with policy and procedure.
- 2.6 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation, and presentation of complex information to inform decisions related to subject area
- 2.7 Identify critical issues when resolving problems particularly where there is complex or competing information and use university policy and objectives to make decisions.

3. Policy and Procedure

- 3.1 Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required.
- 3.2 Contribute to the shaping of policy decisions and improvement in area of expertise.
- 3.3 Ensure appropriate governance is in place for area of expertise.

4. Customers and Stakeholders

- 4.1 Proactively work with internal and external stakeholders, colleagues, or students to ensure the effective service delivery, initiate, and develop relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
- 4.2 Persuade, influence, and negotiate as appropriate to further the objectives of the University

5. Compliance and reporting

- 5.1 Act as the Library's Information Officer, including responsibility for the GDPR, compliance with the records management schedule with regard to Library records.
- 5.2 Responsible for the Library's compliance with health and safety legislation, working with the University's H&S teams to ensure compliance and effective reporting.
- 5.3 Support data driven decision making and planning by overseeing effective and relevant data collection, benchmarking and reporting of information from within the Library.
- 5.4 Co-ordinate the reporting and recording of the Library's Operational Plan on behalf of the Library Management Team.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Leading a team of staff
- Manage the buildings and staff development budgets
- Responsible for systems relating to building and operations.
- The post holder reports to the Associate Director, Library working under broad direction to enable the post holder to manage their own work and that of their team members, to achieve their agreed objectives. The role holder will play a key role as part of the Divisional leadership team in supporting the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Support achievement of the Library's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to university policy, procedure, and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

4. Person Specification

ESSENTIAL CRITERIA

1. Educated to degree level, or other equivalent qualification, or relevant level of experience, as appropriate to the discipline (see role-specific criteria below).
2. A detailed applied and theoretical knowledge and understanding of specialist area.
3. Effective management skills
4. Well-developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood the audience.

5. Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate.
6. Well-developed interpersonal skills with the ability to effectively influence, persuade and negotiate in area of expertise, effectively contribute to team working to build and develop working relationships.
7. Analytical skills with the ability to generate effective solutions and make effective decisions
8. Commitment to customer excellence
9. Effective IT Skills on MS platform.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Experience of managing people and spaces
2. Experience of policy writing
3. Experience of planning and reporting processes
4. Knowledge of health and safety legislation
5. Demonstrable experience of keeping up with relevant legal frameworks and advice for example employment law, health, and safety legislation and GDPR.

DESIRABLE CRITERIA

1. Knowledge of the Higher Education sector.
2. Experience of working in the library, archive, or publishing sectors
3. Experience of managing listed and publicly accessible buildings.