

1 Advertisement

Post Title: Student Experience Senior Manager, Library

School/department: Library

Hours: Full time or part-time hours considered up to a maximum of 1 FTE / 37.5 hours
Requests for flexible working options will be considered (subject to business need).

Contract: permanent

Reference: 8266

Salary: starting at £42,149 to £50,296 per annum, pro rata if part time

Placed on: 12 April 2022

Closing date: 19 May 2022. Applications must be received by midnight of the closing date.

Expected Interview date: 27 May 2022

Expected start date: TBC

The library is entering an exciting phase with the development of a new Libraries Programme. This will deliver three connected projects, a new Library Pavilion as well as the development of our existing site and study spaces across campus. We are looking for an individual to work closely with the Library Management Team, to establish a culture that embraces change and supports continuous improvement.

You will play a lead role in the design and delivery our services and spaces, both virtual and physical, fully aligned with the University's 'Learn to Transform' strategic priority area. You will be expected to participate fully in the Libraries Programme and in all the Projects.

Key to this post will be your leadership on the library's teaching strategy and oversight of the delivery of information and digital literacy teaching for undergraduate and taught postgraduate students. You will also contribute to the University's pedagogic approaches to the digital learning environment.

As we seek to transform our enquiry service, you will lead on the strategic development, ensuring all Library staff have the necessary skills and knowledge to support students with their education. We are looking for an outward focused individual who will work with key stakeholders from across the University, including the newly established Student Centre, as we contribute to Sussex's strategic focus on student experience.

Identifying good practice within the sector and taking inspiration from other sectors, you will undertake innovative service design, gathering customer insight and using evidence-based techniques to inform decision-making. You will lead on the user experience within the library and work collaboratively with students to co-create innovative service developments.

Please contact Suzanne Tatham S.Tatham@sussex.ac.uk for informal enquiries.

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.

2. The School / Division

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

3. Job Description

Job Title: Student Experience Senior Manager

Department: Library

Section/Unit/School: Library

Location: Library/home working

Grade: Grade 8

Responsible to: Associate Director, Library

Responsible for: Teaching & Learning Librarian

Role description:

- Lead on student experience within the library, in liaison with other student-facing services in the University.
- Use service design principles to review and develop the library's online and physical services and spaces, ensuring continuous improvement.
- Lead on the service design elements of the Libraries Programme.
- Work with the Library's Management Team to deliver the library's operational plan.
- Lead and support data-driven decision-making and implementation of service standards.
- Lead on the Library's teaching strategy and oversee the delivery of information and digital literacies teaching for undergraduate and taught postgraduate students.
- Contribute to the University's pedagogic approaches to the digital learning environment.
- Lead on user experience and develop opportunities for students to co-create the design and delivery of innovative library services.
- Identify training requirements for new and revised services.
- Lead on the Library's Customer Services Excellence submission.
- Lead the Library's enquiry service and the development of the external website.
- Keep up to date and engage with innovations within the academic library sector and other relevant sectors, to inform service design within the library.

PRINCIPAL ACCOUNTABILITIES

1. Lead, manage, promote, and maintain high quality a Professional Services department, engendering a culture of continuous improvement.
2. Ensure the delivery of outputs of the department.
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. Actively contribute to the strategic and operational management of the library as a member of the Library Management Team.

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. 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. Teaching Strategy and Service Delivery

- 5.1 Use service design principles to review and develop the library's online and physical services and spaces, ensuring continuous improvement.
- 5.2 Lead on the development and delivery of the Library's teaching strategy: Oversee the delivery of information and digital literacy teaching for undergraduate and taught postgraduate students, and contribute to the University's pedagogic approaches to the digital learning environment.

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

- Responsible for the delivery of objectives as set out in the library's operational plan.
- The post-holder reports to the Associate Director 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

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Normally educated to degree level, or other equivalent qualification, or relevant level of experience, as appropriate to the role.
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. Effective IT Skills on MS platform.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Experience of supporting organisational change
2. Experience of leading service design
3. Experience of delivering pedagogic strategy within an organisation
4. Experience of data-driven decision-making
5. Experience of implementing service standards in a large organisation
6. At least 2 years of management experience at a senior level

DESIRABLE CRITERIA

1. Knowledge of the Higher Education sector.
2. Experience of working in an academic library
3. Postgraduate Certificate in Higher Education (PGCertHE)