

<b>Job Title</b>	Director of Library and Learning Resources
<b>Faculty/ School/Department</b>	Library and Learning Resources
<b>Responsible to:</b>	Pro Vice Chancellor – Learning and Teaching
<b>Responsible for:</b>	Associate Director (TBC) Director of Evidence Base PA to the Director of LL and R All staff (90+) in Library and Learning Resources across 4 campus libraries

**Job Overview**

The University Library provides a range of services to support the student experience, teaching & learning, research & scholarship and civic and global engagement and delivers an outstanding level of service recognised by Customer Service Excellence®. The post holder will devise the Library strategy, ensuring alignment with the University’s Strategic Plan and enabling plans.

**Job Purpose**

To provide strategic direction, professional leadership and managerial support for Library and Learning Resources to meet the needs of the University, and within the department to provide leadership, development and direction to the Senior Management Team of LL&R.

The role drives innovation in learning, teaching and research within the broad remit of library and information services which also encompasses the University Archive and Special Collections. Leading service development for expanding student numbers, collaborative partner provision, scholarly communications and technology enhanced services is part of the strategic remit of the Director.

A customer driven approach to service development with a focus on digital transformation, change management and cost effectiveness, is a requirement.

The post holder will have responsibility for strategy, planning, financial management of the service, including the Information Resources budget(s) and for ensuring that quality standards are achieved and measured to enhance the student and staff experience.

**Main activities and responsibilities**

The role holder leads the development, delivery and enhancement of the Service, in line with the University’s Strategic Plan, International Strategy and the Service Strategic Plan, ensuring the highest possible quality of service delivery within available resources. Specifically, the Director of Service effectively contributes to the achievement of University aims and objectives:

- Work with members of the University Executive Group (UEG) and University Management Group to achieve the Mission, Vision and Values of the University and to deliver relevant objectives in the

University strategic plans. (notably the University Strategy, Learning and Teaching and Research Strategies, Information Strategy)

- Direct strategic and financial planning, within the context of innovation in Library developments, digital transformation, and continuous improvement.
- Lead and drive initiatives that go beyond own area of responsibility.
- Lead on space management for library and central study space across the University campuses, liaising with relevant stakeholders.
- Devise plans to demonstrate impact of the service including use of data and analytics and ensuring tools and processes are in place in the department.
- Develop, implement and monitor, performance indicators for the Service and to report on performance against these benchmarks.
- Lead the development of both the Service and the University through effective working relationships internal and external
- Foster and promote student and staff engagement in service planning, measurement and delivery
- Embed environmental adjustments for students with disabilities optimising service navigation and discovery.
- Provide effective leadership and strategic and operational management of staff and all functions and activities within the Service, ensuring timely delivery of the Service strategic plan.
- Chair, contribute to and participate in University corporate decision-making and policy-making processes through membership of University committees, working parties and cross-University projects as may be required.
- Ensure a customer centric approach in developing provision, to a diverse student body (on campus, online and those studying at university partner organizations – UK and internationally (TNE) maintaining Customer Service Excellence status
- Manage complex business relationships – internal and at partner institutions – local and international
- Develop and ensure implementation of and adherence to University strategies, policies and procedures, specifically finance, HR, Health and Safety, copyright and third-party licences.
- Oversee and manage the Service records management and archiving function in compliance with the University's Records Management, Data Protection and Freedom of Information policies and procedures.
- Assess risk and produce risk and business continuity management plans for the service.
- Provide professional expertise in library services and promoting the University via a recognized external profile with an underpinning publication record.

**Additional Key Requirements:**

**Managing people and resources**

Lead on change management – LL&R staff including staff productivity and wellbeing  
 Budget and manage of L&LR budgets as they relate to strategic planning within the University

Ensure efficiency and effectiveness

Site library management within a common service framework

Development of new, inclusive services and resourcing models for diverse University student groups including commuter students, international students, distance learning students, apprentices, students studying University courses at approved transnational education centres and UK partners  
Encourage and promote a culture of creativity including digital skills and innovation

**Communication**

Direct service wide communications (in various formats) to clients and stakeholders.  
Establish and maintain good communication with all stakeholders  
Influence strategic initiatives at corporate level by networking and leading projects

**Teamwork and collaborative working**

Act as an ambassador and a role model for the Service and University internally and externally and in terms of self-management through demonstrating commitment to the University's Mission and Vision and establishing joint areas of interest.  
Represent Birmingham City University at appropriate internal and external meetings and events

**Initiative, problem solving and decision making**

Make decisions or recommendations that potentially have a long-term impact on own area of responsibility, analysing the benefits and risks both for own function and for potential institution-wide impact.  
Provide high level professional expertise and advice including production of reports, briefing and management information for members of the Executive Team and University Board as appropriate to support informed decision-making.  
Keep up to date with developments in the profession and higher education

**Work environment**

Be aware of the risks in the work environment and their potential impact on their own work and that of others  
Ensure that appropriate risk management processes are operational within own area of responsibility

**Person Specification**

- Qualified chartered librarian
- Educated to Masters level or above
- Extensive professional experience, preferably in an academic environment
- Extensive experience of staff management
- Experience of strategic planning and decision making within a library context
- Experience of leading in supporting learning, teaching and research activities, and in customer services
- Experience of maximising the opportunities of digital learning in relation to library and learning resources
- Utilises technology and has current digital capabilities
- Works as a team in the department and across the University
- Supports coaching style and educates others to inspire success
- Demonstrates flexibility and adaptability
- Aspires and develops self
- Makes informed decisions

- Experience of project management
- In depth knowledge of the HE and HE library environments
- The ability to lead in an environment of change
- The ability to innovate
- Excellent communication and interpersonal skills
- A high degree of organisational ability
- Excellent negotiating skills

### **Special requirements**

Possess in depth knowledge of professional area or specialism to enable the Service to keep abreast and lead where possible current best practice, innovation and understanding in the Service area.

Overall responsibility for welfare of staff in the Service drawing on specialist advice and support as required; ensure that an appropriate framework is developed and used for pastoral care issues.

L&LR staff are expected to take an active approach to continuing professional development.

They are also expected to maintain the highest levels of security and confidentiality, and ensure the integrity of all data, systems and networks with which the post holder is involved.

Staff may be asked to work at any of the University's campuses.

### **Expectations of all staff**

#### **Professional standards**

All staff employed by Birmingham City University are expected to exhibit high professional standards which promote and demonstrate the University's core values of Excellence, People Focused, Partnership Working, Fairness and Integrity.

#### **Equal Opportunities**

All staff are expected to understand and enact the University's commitment to ensuring equality and diversity in all activities. This commitment is enshrined in the Equality Statement and core values.

#### **Dignity at work**

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect.

The University is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

#### **Health and safety**

The arrangements for meeting the University's health and safety objectives are contained in the Birmingham City University Health and Safety Policy. This includes the responsibilities of key staff and procedures covering the main activities of the University.

All staff are expected to take reasonable care of themselves and those that may be affected by their actions.

#### **Dress code**

The University does not operate a formal dress code for its employees, other than for those who are provided with uniform and/or protective clothing. However, employees must ensure that their dress is professional, reasonably smart and appropriate for the situation in which they are working. All staff should ensure that they present a professional image and one that reflects sensitivity to customer perceptions. This may reflect their ethnicity and lifestyle, but should not be provocative or cause offence to those with whom they have contact.

**Citizenship**

All staff are expected to adhere to good citizenship, being generous with help and support to others, collaborating with colleagues and working for the benefit of the University as a whole. In particular working to provide a positive student experience and achieving excellence in all the University's activities.

This job description indicates the expectations of staff at this level. Job descriptions are not exhaustive and you may be required to undertake other duties of a similar level and responsibility.