

## JOB DESCRIPTION



**Job Title:** Library and Learning Spaces Manager  
**School/Service:** Library & Student Support (LSS)  
**Ref:** LIB769  
**Campus:** Hendon  
**Grade:** Grade 7  
**Salary:** £36,794 – £42,266 per annum including Outer London Weighting  
**Period:** Permanent  
**Reporting to:** Deputy Director LSS: Operations and Resources  
**Reports to**  
**Job Holder:** Deputy Library & Learning Spaces Manager, Customer Services Assistants, Library Roaming Assistants (non-direct reports include Shelving Assistants).

### **Context:**

Library & Student Support brings together a range of services and Unihelp is the University student helpdesk for face to face support across a range of enquiries including Library services. Unihelp is based on the ground Floor of the Sheppard Library and provides services across weekdays. The University Library is open 24/7 for the majority of the calendar year and the L&LS Team deliver support across 7 days. The University uses a CRM system called ProRetention to log and monitor the progress of student enquiries and the telephone helpline services are delivered offshore.

### **Overall Purpose:**

The post-holder is responsible for creating a welcoming, positive and proactive experience for customers visiting the University Library by taking ownership of the library service and learning spaces. They will recruit, develop and motivate their team to continually deliver an excellent standard of service and collaborate with a wide range of colleagues across the University to maximise the usage, benefits and potential of the library spaces.

The Library & Learning Spaces service has a creative approach which focuses on bringing support to the students where they are rather than from behind a fixed service point. As such, the team will spend a large proportion of their time supporting students directly across the spaces and ensuring the collections and learning environment are conducive to supporting student study.

### **Principal Duties:**

1. Recruit, lead and motivate staff in the Library and Learning Spaces team to deliver an excellent standard of service and through monitoring and reviewing the levels of work and processes, ensure appropriate resources are available to meet service objectives.
2. Evaluate staff learning needs through observation and appraisal processes and plan / deliver development activities to meet the required skills, knowledge and behaviours of the team in order to achieve individual, team and service objectives
3. 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
4. Ensure a friendly and welcoming environment and atmosphere that is conducive to learning, taking into account 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

5. Examine and analyse data relating to the library circulation systems and, collaborating with Library Services colleagues, make recommendations for the most efficient use / display of the library collections
6. On behalf of the Deputy Director 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.
7. Support the Deputy Director in writing bids for financial resources for new services and developments in response to student feedback and changing institutional requirements.
8. 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 and to work together to ensure that the 24/7 service is maintained.
9. Liaise with members of EFMS in the creation and maintenance of a safe and secure environment and ensure that Health and Fire Safety procedures and training, as agreed with the Deputy Director, are implemented, monitored and reported on to ensure compliance with relevant legislation and best practice
10. Act as an escalation for customer enquiries and complaints, making judgements on best resolutions in line with appropriate policies, University regulations and best practice
11. Participate at a senior level in cross-service initiatives, projects and committees and represent the University at appropriate external conferences and national committees.

#### **Other responsibilities**

1. To undertake any other duties and specific projects as may reasonably be required by the Deputy Director or LSS Executive Team.

## PERSON SPECIFICATION

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The successful candidate should be able to clearly demonstrate the following key skills, knowledge and behaviours necessary for the role:

### SELECTION CRITERIA:

#### Education/Qualifications:

##### Essential:

- Educated to degree standard or with equivalent relevant work experience.

##### Desirable:

- A Library qualification (Undergraduate or postgraduate)
- Management qualification or CMI certification

#### Experience:

##### Essential:

- Substantial and recent experience of managing at a senior operational level within a Library or Information service.
- Demonstrable experience of all aspects of staff management, including recruitment, motivation, performance management, appraisal and the development of a service team.
- Experience of planning service delivery, using data driven decision making, 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.
- Extensive experience of establishing, maintaining and developing effective working relationships and networks with colleagues, contractors and suppliers.

#### Skills:

##### Essential:

- Encourage two way communication by actively listening to others, acknowledging and empathising with their views, and consulting with others in a way which encourages open and frank discussion, presenting ideas in a clear and concise way
- Ability to pro-actively communicate the rationale for change and service improvement, promoting open discussion and outlining the benefits to a wide range of stakeholders and colleagues with conviction and enthusiasm
- Ability to drive co-operation and a collaborative approach, building effective relationships with colleagues, demonstrating sensitivity and respect for different professional expertise and viewpoints
- Experience and willingness to confront issues that need to be addressed, constructively dealing with under performance and poor student behaviour in a timely manner.
- Celebrating individual and team success, actively acknowledging and rewarding achievement

- Delegating work appropriately, encouraging decision making and accountability at individual and team level
- An ability to work with a range of IT systems, and experience of using MS Office and databases
- Evidence of making a continuing commitment to develop skills, knowledge and behaviours

**Desirable:**

- Experience of successfully managing projects
- Experience of taking ownership of health & safety management, implementing appropriate processes and recording systems
- Holding an appropriate Health and Safety qualification

**Hours:** 35.5 hours per week for 52 weeks per annum; actual daily hours by arrangement. Some flexible working involving weekend or evening work will be required

**Leave:** 30 days annual leave plus six extra University days and all Bank Holidays.

**Flexibility:** Please note that given the need for flexibility in order to meet the changing requirements, the duties / location of this post and the role of the post-holder may be changed after consultation.

**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 or for a post at Trent Park or Archway which may relocate to Hendon in the future please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

[http://www.mdx.ac.uk/campus/campuses/docs/Hendon\\_campus\\_map.pdf](http://www.mdx.ac.uk/campus/campuses/docs/Hendon_campus_map.pdf)

We offer an interest-free season ticket loan; interest-free motorbike and bicycle loan; free bicycle and motorbike parking and changing facilities.

The post-holder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations

**Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered.**

**What Happens Next?**

If you wish to discuss the job in further detail please contact Ruth Moore on (020) 8411 6947 or by email at R.Moore@mdx.ac.uk

If selected for interview, you will hear directly from the Service, usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.