JOB DESCRIPTION

Job Title:	Assistant Director (Library)
Department/Unit:	Library, Learning Support and Culture
Grade:	RHUL 9
Accountable to:	Director of Library, Learning Support and Culture
Accountable for:	Head of Academic Liaison, Head of Acquisitions and Content Delivery, Head of Customer Services, Library Systems Manager, and Research Information Manager.

Divisional Background
The Library, Learning Support, and Culture Division is responsible for providing a range of services to support Royal Holloway's learners, academic staff and researchers. These services include the provision of advice and support, together with access to digital and physical content. Teams shaping the cultural and learning support strategy of the University, and the division's Administration function are collocated within the Division's portfolio and play a prominent role in the delivery of the University's ambitions.

The Library Service is comprised of Academic Liaison, Acquisitions and Content Delivery, Customer Services, Library Systems, and Research Information (ca 65 posts in total). |
| **Purpose of the Post** |
| Reporting directly to the Director of Library, Learning Support and Culture, the Assistant Director (Library) will provide leadership to the Library-focussed teams within the Division, and be responsible for ensuring the effective and efficient delivery of all key library services.

This is a senior role, the outcomes of which will be of importance to the University meeting its strategic aims. The post holder will be a senior member of the Division's Management Team. |
| **Key responsibilities and outcomes:** |

Summary responsibilities
- Supporting the Director of Library, Learning Support and Culture with developing and leading Library strategy, policies and planning, in alignment with University strategy.
- Leading library operations effectively, and efficiently, designing and delivering key services to students, researchers and staff across the University.

Leadership and Management
- Providing leadership, being a source of inspiration and motivation, and driving innovation and enhanced expertise across the Library by:

  a) Demonstrating leadership behaviours at the appropriate level and in line with the University's Leadership Behaviours Framework.
  b) Line managing members of the team, including providing appropriate supervision, motivation and support, and identifying staff development and training needs.
  c) Providing operational and strategic direction and being a role model for continuous improvement, effective decision-making, and problem-solving.
  d) Ensuring the delivery of excellent customer service to all stakeholders. This will include setting service standards for allocated teams, the creation of Service Level Agreements and the development of KPIs. As part of a culture of innovation and continuous service improvement, overseeing the operational implementation of these standards, monitoring performance and identifying improvement and enhancement opportunities.
  f) Overseeing the allocation of resources and the recruitment, selection, induction, and probationary review of staff. A particular priority will be developing the profile of the workforce.
  g) Developing the team to meet the changing requirements of the University.

- Ensuring strategic and operational service analysis, including benchmarking, production and presentation of reports to senior University audiences eg for service development and projects.
- Initiating and leading programme-level activity, and co-ordinating projects across the service. This will require managing and implementing significant change whilst maintaining high levels of service.
- Providing leadership in planning for service continuity.
- Undertaking financial planning, and ensuring the operational delivery of services within budget and available staffing resource. The role will include authorising spend within agreed policies and processes.
- Developing, adopting and delivering policies, processes and systems that optimise the University's ability to meet the needs of students, researchers and staff. This includes overseeing the continuous review of practices and processes to ensure efficiency, effectiveness and the delivery of an excellent student, researcher and staff experience. It will also include working with colleagues across the University to support the review and development of University Policies and Regulations.
- Develop and maintain effective contacts with all members of the service's management team, and with principle academic and professional service leaders.

Systems
- Acting as the Division's senior business owner and primary point of contact for core

systems and technical integrations (eg Library Management System, Reading List System, Self-Service technologies) by:

a) Developing and maintaining knowledge of the key management systems and the associated reporting tools.
b) Leading on the identification and prioritisation of data, process and system improvements. This will include engaging in sector focus groups and close liaison with IT Services.
c) Ensuring the development, delivery and evaluation of staff training in core systems.
d) Overseeing regular system activities (eg upgrades and renewals) in collaboration with other professional services (eg IT, Procurement).
e) Acting as the point of escalation between IT and Library, Learning Support and Culture, including working with colleagues to ensure effective resolution of systems and service issues to agreed targets.
f) Taking a lead business role in IT development Projects that involve Library, Learning Support and Culture systems.
g) Act as the Library's nominated Data Steward, including taking responsibility for both the quality and security of the data, and working collaboratively with data governance staff and other data stewards in the College to ensure the quality and effectiveness of data transitioning between systems.

Strategic environment
- Maintaining current knowledge of relevant legislation in relation to Higher Education, including Data Protection, Freedom of Information, Copyright, Employment law, and Health and Safety legislation. Identifying opportunities or challenges, and bringing forward proposals on how best to respond to changes in legislation.
- Representing and deputising for the Director of Library Services, Learning Support and Culture internally and externally as required, including regular attendance and active participation at senior stakeholder and steering committees and chairing regular working group meetings
- Represent the University externally through regional, national and international professional networks.

Other duties:

The duties listed above may be varied from time to time as dictated by the changing needs of the University. The post holder will also be expected to undertake additional duties as appropriate to the grade and as requested by their manager. This may include occasional evening and weekend commitments, for which time off in lieu will be offered.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships:

The post holder will be required to work closely with all colleagues within Library Services, Learning Support and Culture.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, including:

Internal:
- University Senior Management Team
- Academic Schools – Administrative and Academic Staff
- Academic Services teams
- IT Services
- Human Resources
- Finance
- Estates
- Marketing & Communications

External:
- HE library networks (eg LIBER, RLUK, SCONUL, CILIP)
- Suppliers

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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Division: Library, Learning Support, and Culture

	ESSENTIAL	DESIRABLE	TESTED BY
Knowledge, Education, Qualifications and Training			
High standard of education to degree level, or equivalent.	X		Application Form
Evidence of continued professional and personal development.	X		Application Form
Extensive knowledge and understanding of the changing HE environment, including student life cycle and research process, to inform strategic planning of the service.	X		Application form/Interview
A strong level of current awareness of library systems and technological integrations.	X		Application form/Interview
A strong level of current awareness of the legislative context in which libraries operate.	X		Application form/Interview
An understanding of formal project management methodologies.		X	Application form/Interview
Skills and/or Abilities			
Excellent IT skills	X		Application form/Interview
Highly developed analytical and problem-solving skills, including within a library operations context.	X		Application form/Interview
Well-developed planning and organisational skills, including the ability to produce effective plans, and an ability to identify and implement multifaceted process and system improvements.	X		Application form/Interview
Excellent interpersonal skills, including an ability to use tact and diplomacy, as well as influence positively.	X		Application form/Interview
A high level of literacy, including experience of writing formal reports and committee papers.	X		Application form/Interview
Excellent communication and presentational skills	X		Interview
Experience			
Experience of translating strategy into operational plans.	X		Application form/Interview
Experience of leading a team delivering an operational service, including proven ability to manage in an effective and empowering way.	X		Application form/Interview
Experience of working collaboratively with individuals at all levels of an organisation.	X		Application form/Interview
Experience of reviewing and developing services to	X		Application

improve both efficiency and customer satisfaction.			form/Interview
Experience of service innovation and service development projects	**X**		Application form/Interview
Experience of budget planning and management.	**X**		Application form/Interview
Experience of attending senior committees and meetings		**X**	Application form/Interview
Other requirements			
Self-awareness of own limitations and capacity for resilience	**X**		Interview