



Job Description

Job Title:	Deputy Director, Library
Directorate:	Library, Learning Support & Cultural Services
Job type:	Professional Services
Grade:	9
Accountable to:	Director of Library, Learning Support & Cultural Services
Accountable for:	Head of Acquisitions and Content Delivery, Head of Customer Services, Head of Library Research Support, Head of Library Teaching & Engagement, and Library Systems Manager.
Purpose of the Post	
<p>As the Directorate's standing Deputy Director, the role will work closely with the Director of Library, Learning Support and Cultural Services to pro-actively develop and lead effective and efficient service transformation that delivers the Directorate's plans in support of the University's Strategy. In addition to responsibility for implementing programme-level change, the role will also oversee the operational delivery of excellent services across assigned functional areas, taking a partnership approach with counterparts across Professional Services and the academic community. The role will enhance strategic alignment of the service by developing strong external awareness.</p>	
Key Tasks	
<p>Strategic Leadership</p> <ul style="list-style-type: none"> • Providing vision and leadership, being a source of inspiration, and driving enhanced expertise across the Directorate team by: <ol style="list-style-type: none"> a) Demonstrating leadership behaviours in line with the University's Values and associated frameworks for professional services, taking a directorate-wide approach. b) As a senior member of the Library Management Team, being a role-model for continuous improvement, effective decision-making, and problem-solving. c) Developing and implementing agreed workforce plans that ensure the Directorate meets the changing requirements of the University. d) Line managing designated functional service Heads, providing them and their teams with appropriate oversight, delegation, prioritisation, motivation and support. e) Overseeing recruitment, selection, induction, and probationary review of colleagues in line with University policies. <p>Service Transformation and Delivery</p> <ul style="list-style-type: none"> • Providing strategic and operational direction in the delivery of innovative, efficient and effective services to all stakeholders by: <ol style="list-style-type: none"> a) Leading a supportive programme of continuous service review in line with the University's Service Delivery initiative, ensuring effective and efficient delivery for an excellent user experience. b) Maintaining oversight of service quality for designated areas, including setting and maintaining service standards and developing meaningful KPIs. Undertaking benchmarking, and the production and presentation of insight reports to senior internal and University audiences for advocacy, planning and decision-making. 	

- c) As the Directorate's senior business owner for digital infrastructure, taking a strategic role leading the Directorate's digital roadmap, including the planning, procurement and implementation of solutions in close consultation with IT Services, Finance and other stakeholders.
- d) Taking a senior business user and advocacy role in University-wide Digital Projects that impact on the Directorate.
- e) Identifying, initiating and leading complex transformation programmes and projects that deliver on Directorate Plans - managing and implementing significant change whilst maintaining high levels of service. Maintaining the Directorate's project register.
- f) Providing 'bronze level' leadership in business continuity and emergency planning.
- g) Supporting the Directorate's contribution to the University's annual Planning process.
- h) Ensuring the operational delivery of services within available staffing resource and authorising spend within agreed budgets, policies and processes.
- i) Developing, adopting and delivering policies, processes and systems that optimise the University's ability to remain compliant while also meeting the needs of students and colleagues. Working with colleagues across the University to support the review and development of University Policies and Regulations.
- j) Ensuring services remain strategically aligned by developing and maintaining effective contacts with key professional service and academic colleagues, acting as the point of escalation when required.

Strategic and compliance environment

- Demonstrating strong external awareness to inform strategic acumen by:
 - a) Maintaining current knowledge of relevant Frameworks impacting Directorate services (e.g. TEF, KEF, REF).
 - b) Maintaining current knowledge of relevant legislation, including Data Protection, Freedom of Information, Copyright, Employment law, and Health and Safety legislation. Identifying and bringing forward proposals on how best to respond to changes in legislation.
 - c) Acting as the Directorate's nominated Data Steward, ensuring both the quality and security of data.
 - d) Representing and deputising for the Director of Library Services, Learning Support and Culture internally and externally as required, including occasional attendance and active participation at University committees and sub-committees.
 - e) In partnership with academic members, to convene and lead the work of the University's Open Research Working Group, and any parallel education-focussed initiatives.
 - f) To represent the Directorate on University-wide project and task groups.
 - g) 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.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can

participate fully and feel valued.

Person Specification

Job Title: Deputy Director, Library

Directorate: Library, Learning Support & Cultural Services

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to degree level, or equivalent and relevant work experience.	X	
Evidence of continued professional and personal development.	X	
Extensive knowledge and understanding of the changing HE environment, including education, student experience, research and knowledge exchange to inform strategic planning of the service.	X	
Strong current awareness of digital infrastructure and service developments in a library context.	X	
Strong current awareness of the legislative and regulatory context in which libraries operate.	X	
An understanding of formal project management methodologies.		X
Skills and Abilities		
Highly developed analytical and problem-solving skills, including through the utilisation of data and application of technology.	X	
Highly organised with the ability to plan, prioritise and deliver effectively under pressure whilst maintaining attention to detail.	X	
Ability to create positive and collaborative working relationships at all levels, both internally and externally.	X	
A high level of literacy, including experience of writing formal reports and committee papers.	X	
Excellent communication and presentational skills.	X	
Experience		
Experience of leading a service-oriented team, including proven ability to manage in an effective and empowering way.	X	
Experience of translating strategy into operational plans.	X	
Experience of implementing service innovation and service development projects to improve both user experience and efficiency.	X	
Experience of budget planning and management.	X	
Experience of contributing to senior committees and meetings.		X
Other requirements		
Self-awareness of own limitations and capacity for resilience	X	