

Post Details		Last Updated: 08/04/23	
Faculty/Administrative/Service Department	Library & Learning Services (LLS)		
Job Title	Library Experience Lead		
Job Family	Professional Services	Job Level	4
Responsible to	Associate Director (Student Experience)		
Responsible for (Staff)	Library and Learning Advisors		
<u>Job Purpose Statement</u>			
<p>The post holder is responsible for the operational delivery of a high-quality Library service, ensuring LLS provides inclusive, welcoming, and accessible enquiry services and study environments that support and enhance the experience of all Library users.</p> <p>The post holder will be responsible for managing the delivery of first line in-person and online enquiry management, access and membership processes, circulation of library stock and be responsible for supervising the physical spaces and environment of the library building.</p> <p>The post holder will co-ordinate services to provide consistent access in a 24/7 context and manage the day-to-day work within the team ensuring all front of house staff have the information and training they need to meet agreed levels of service and support.</p> <p>The role supports students, staff and external visitors and contributes to a positive student experience of Library services.</p>			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> 1. Provide direct line management to the Library and Learning Advisors and oversee the management of the shelving team. This will include recruitment, performance management and appraisal, motivation, work allocation and monitoring, training and development. The post holder will act as point of escalation for the team to resolve complex issues and will oversee the maintenance of service levels during the library staffed period. The post holder will also co-ordinate staff from the external security team ensuring the maintenance of service levels in a 24-hour context. 2. To lead the operation of a customer focused service team, ensuring that all library users receive excellent customer service. The post holder will ensure that all team members are fully trained to support library users in face to face and online front line enquiries including membership. This includes guaranteeing that enquiries are appropriately triaged in a timely manner, comments and feedback receive appropriate and timely responses and are escalated as appropriate to senior managers. The post holder will ensure service continuity in a 24- hour context, and continually improve processes to provide operational efficiency. 3. To work alongside the Associate Director (Student Experience) to address any student discipline matters in the Library and deliver inclusive policies and guidance for Library access, use of facilities, and membership. 4. To work closely with Library's Facilities Manager and Associate Director (Student Experience), ensuring Library spaces are maintained to agreed standards daily, dealing with any unexpected contingencies and always ensuring the health and safety of library users and staff. The post holder will lead the detailed fire evacuation training for front of house staff. The post holder will act as a key point of contact between LLS and Estates and Facilities and Campus Safety for all issues affecting the day-to-day operations ensuring the highest standards of customer service are met and an effective study environment is maintained. 5. To take responsibility for co-ordinating, planning and delivery of operational building works in a timely manner to enhance the student experience of LLS spaces and environment. 			

6. Oversee and monitor the effective circulation of library materials through the implementation of routines and procedures to support self-service and maintain lending service levels and quality including quality of shelving and shelf-checking procedures.
7. Management of Library membership process, related to internal membership within the University as well as various external visitor memberships including SCOUNL.
8. To lead on operational service planning to ensure a programme of continuous improvement and service innovation is in place based on statistical and other qualitative evidence, this includes monitoring performance against agreed performance indicators to meet targets and service levels. Use best practice examples to develop and implement service improvements to enhance the Library experience for our users.

More specifically the job holder will be expected to:

Contribute to evening shifts on an occasional basis as part of core hours as part of oversight of support and building access outside standard daytime hours.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- The post holder works with the Associate Director (Student Experience), developing innovative approaches to support and service provision.
- The post holder will be expected to develop a high-level understanding of University and Library strategy, operating within this framework to contribute to strategic approaches and to help set objectives for the area of responsibility which support the department in meeting University objectives.
- The post holder will have some discretion to determine their own priorities and to propose innovative approaches to achieve their objectives.
- The post holder will be expected to support agreed projects change and service innovation within the Customer Services section of LLS.
- The post holder must be a service focussed, resourceful and self-motivated manager and a confident and effective communicator as they are expected to interact with a wide variety of University colleagues.

Problem Solving and Decision Making

- The post holder works within established departmental processes and procedures with minimum day-to-day supervision in the organisation and delivery of work activities

- There is scope for the post holder to apply judgement and initiative when managing their own workload and that of team members, including determining medium-term priorities and responding to conflicting demands.
- The post holder will be expected to devise a range of potential solutions to issues and then select the most appropriate for the circumstances. These decisions must include the implications and risks of the various options.
- The post holder is expected to work in a proactive manner and to decide how to achieve the end result, generally basing decisions on previous experience and on their sound understanding of Library and Learning Services strategy, policy and procedure.
- In discussing and resolving complex or unprecedented issues, advice may be sought from the Associate Director (Student Experience).

Continuous Improvement

- The post holder is expected to bring a high level of professional insight and to bear on the development of front-line service delivery. To contribute fully, they must maintain a high-level awareness of developments relevant to the area of responsibility and a professional profile.
- The key focus of this post is to ensure a culture of self-learning continuous improvement across the Customer Services team, ensuring options are considered around new ways of working and that the service is effective and provides an excellent student experience.
- In this the post holder will demonstrate personal commitment to improving their own skills and knowledge through work experience and/or professional qualification.

Accountability

- The post holder will have some agency in how they operate, provided that activities are consistent with approved plans, objectives, policies and precedents.
- The post holder will have regular meetings and one to ones.
- The post holder will have a significant role in delivering the front-line service delivery elements of the Library operational plan.
- The post holder will be responsible for managing and monitoring quality and professional standards and management of the service delivery for the department.

Dimensions of the role

- The post holder has direct line management responsibility for Library and Learning Advisors and the Shelving team in the Library Customer Services team. The role also has management oversight of non-contracted security team.
- The post holder is responsible for the departmental team leading on front-line service delivery.
- The post holder is responsible for the cascade of all staff development and management within the Customer Services section.
- The post holder does not have budgetary responsibility, but will contribute to the managing of team resources/budgets where appropriate, to ensure maximum value is delivered.
- The post holder is expected to contribute to operational planning within their area.

- The post holder is responsible for the health and safety aspects of the building in liaison with Estates and Facilities
- The post holder is expected to ensure the consistent access to Library and Learning Services building in a 24/7 context.

Supplementary Information

- Success in this role is heavily dependent on building successful and strong relationships, both within the University, as well as the wider business and HE community.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
Qualifications and Professional Memberships		
Professionally qualified with a relevant degree/postgraduate qualification, plus broad relevant management experience in a similar or related role. OR Significant vocational and relevant management experience, demonstrating management ability in an appropriate professional area, and success in similar or related roles, including evidence of formal development of specialist professional knowledge relevant to the area of work		E
Membership of a relevant professional body.		D
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/ Desirable	Level 1-3
Interest and awareness of current developments in HE libraries.	E	2
Demonstrable experience in a management role, in an area of work relevant to Library operations or customer service provision within an academic or library environment.	E	3
Experience of providing high level of support to users (students and staff) in a higher education or related context.	E	3
Proven ability to work co-operatively and in partnership with academic, administrative support services and others in developing resources or support.	E	3
Ability to work independently and without close supervision, using initiative and judgement while referring appropriately.	E	2
Proven working experience with Library Management Systems and IT technologies including web technologies.	D	2
Knowledge and understanding of good practice in health and safety in a busy service environment	D	2
Special Requirements:		Essential/ Desirable
Willingness to work flexible hours, including some hours worked outside the standard daytime within core hours in connection with the management of the Customer Services team; the post holder will also be expected to contribute to non-core working.		E
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision-Making Skills		3
Managing and Developing Performance		2
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		2
This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to		

the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

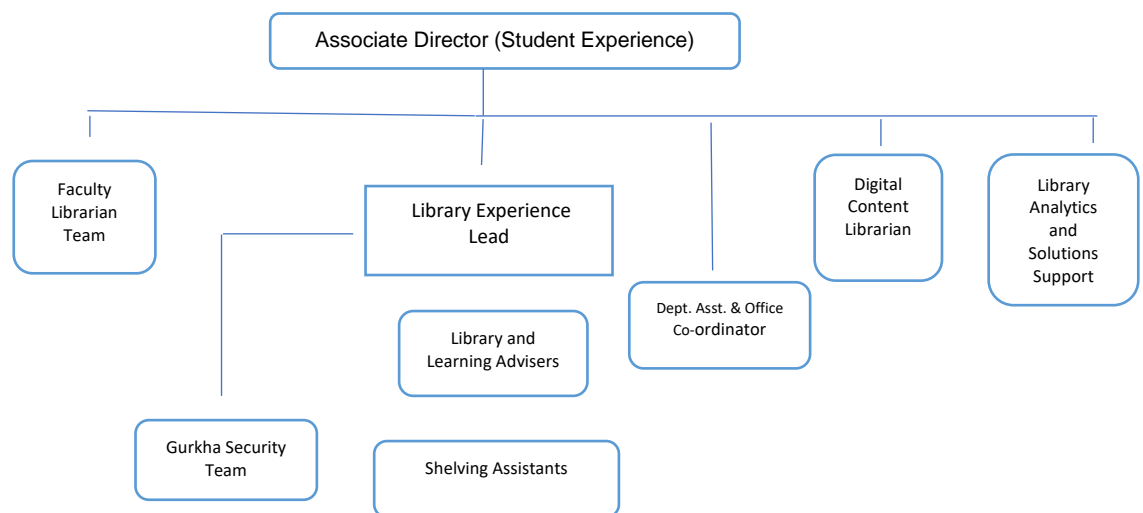
Organisational/Departmental Information & Key Relationships

Background Information

The department of Library and Learning Services supports a large student and researcher population. Located in the centre of campus, the Library has collections on six floor and over 1,600 study spaces. The collection includes 300,00 printed volumes, as well as access to a large variety of electronic books, journals, and databases. There are around 400 networked PCs and wireless networking. The Library building is open 24/7 during semester with externally contracted staff providing security and service from 20:00 to 08.00.

The department is organised into three broad areas: 'Student Experience', 'Research and Innovation' and 'Learning Development'. The Student Experience area includes Customer Services and Business Support Solutions.

Department Structure Chart



Relationships

Internal

- All senior leads across the portfolio
- Customer Services staff
- Library Systems staff
- Faculty Librarians
- MySurrey Hive and Academic Hive
- Estates and Facilities
- IT Services
- Campus Safety

External

- HE Customer Service groups
- Others in similar posts in the HE sector (UK and international)