

Post Details		Last Updated: 04/09/2025	
Faculty/Administrative/Service Department	Library and Learning Services		
Job Title	Associate Director (Education)		
Job Family	Professional Services	Job Level	6
Responsible to	Director of Library and Learning Services		
Responsible for (Staff)	Academic Skills & Development Manager, Maths & Statistics Hub Manager, Lecturers in Learning Development (Foundation Year), Digital Content Developer, Learning Development Co-ordinator		
Job Purpose Statement This post forms part of the senior leadership team of the library, responsible for steering Library and Learning Services in line with the University strategy. The postholder will have a high level of knowledge relating to Education in a library context and will have the ability to excel in running student-facing learning development services. The postholder will ensure that the library provides an excellent service, with a particular emphasis on contributing to student success within the University. The postholder will also take a lead role within the university in Foundation Year courses and aiding students with adapting students to study at university. The postholder will take a lead role in ensuring that students have the academic and digital skills they need within the context of both on-campus and online learning, including transnational education. The postholder will work as part of the senior leadership team to develop and implement short-term and longer-term plans in line with the needs of Library and Learning Services.			
Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities			
<div><div>1.</div><div>In line with University objectives, and as a member of the Library and Learning Services Leadership Team, contribute to the strategic direction of Library and Learning Services, taking a leading role in the identification of potential service developments informed by effective engagement with stakeholders and with relevant external sources and contexts.</div></div> <div><div>2.</div><div>Lead in the area of Education within Library and Learning Services, with a particular focus on learning development, identifying key trends in their area of responsibility in order to provide high standards of service delivery.</div></div> <div><div>3.</div><div>Continually evaluate service provision by keeping abreast of developments both within the wider University community and beyond in the national context, and an expanding Transnational Education context, ensuring that appropriate developments and innovative solutions are proposed that consistently enhance and maximise service quality, efficiency and continuity.</div></div> <div><div>4.</div><div>Ensure that academic skills, digital/information/AI literacy, maths & statistics advice are provided to students through embedded sessions as well as individual appointments, contributing to student success, attainment and retention.</div></div> <div><div>5.</div><div>Oversee the work of the Foundation Year lecturers in learning development, with a particular focus on ensuring that Foundation year students receive the appropriate levels of embedded learning development support.</div></div> <div><div>6.</div><div>Oversee peer-assisted learning schemes with a focus on reducing awarding gaps through inclusive, targeted academic support.</div></div> <div><div>7.</div><div>Lead the strategic development and delivery of academic skills programmes that support students' transition to university-level study, while championing the advancement of information literacy and the effective use of educational technologies.</div></div> <div><div>8.</div><div>Act as a champion for cross-departmental themes, e.g. equality diversity and inclusion, to ensure that these areas permeate how we behave and operate across the department.</div></div>			
N.B. The above list is not exhaustive.			

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

As strategic lead in the area of Education, the postholder will shape the direction of this area and plan the immediate and long-term objectives of staff to support the direction of Library and Learning Services. The postholder will oversee projects in this area, ensuring that they are delivered to time and budget.

The postholder has oversight of the work of 19 members of staff and will be responsible for managing and organising the activities of the teams and for agreeing priorities with direct reports.

The postholder must be a confident and effective communicator as they are expected to interact, advise and influence staff at a senior level. They will also represent the service at national and professional events and may represent the University in external discussions with regards to their area of responsibility. To contribute fully, they must maintain a good level of awareness of relevant developments.

Problem Solving and Decision Making

The post holder has considerable scope for independent problem solving and for deciding on appropriate approaches and for defining and implementing procedural change in order to resolve issues. They will be responsible for evaluating the impact of concerns raised and for defining action plans that respond to issues raised by customers and stakeholders through seeking both informal and formal feedback. They are expected to apply an authoritative understanding of the sector and the activities to resolve problems. The post holder will be an escalation point for concerns raised by both students and academic staff. They will require a high level of knowledge, experience and judgement, as well as analytical and interpretive skills in order to devise an appropriate and timely solution.

Continuous Improvement

The postholder will consistently improve the quality and effectiveness of services provided, implementing changes to current practices, in line with the strategic direction of the University. They will keep up to date with developments in their own field and with University developments. They will set quality and professional standards for customer services, ensuring an excellent deliver of this service.

Accountability

The postholder will operate within broad strategic objectives defined for the department (in relation to devising consultation and engagement strategies, service development and delivery and continuous improvement) but will have a substantial degree of discretion to define relative priorities and to determine how to achieve the desired results. The postholder is expected to find timely and feasible solutions to problems and issues raised, using their own judgement, with interpretative and analytical skills. Whilst taking the leading role in defining direction and strategy for the teams in the division, the post holder will also work through, and empower, the expert team members, providing guidance and support as required.

Dimensions of the role

The postholder will motivate, develop and lead their teams to ensure effective performance against objectives and will demonstrate a high degree of leadership skills and relationship management skills.

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 in library or information studies or other related area, plus broad demonstrable management experience in similar or related roles

Or:

Substantial vocational and relevant management experience, demonstrating management ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant appropriate specialist knowledge.

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**

In-depth knowledge of Higher Education including current issues in relation to Education and Learning Development.

E

3

Significant experience of managing library / information services or equivalent in a Higher Education context, including contributing effectively to setting strategic direction.

E

3

Evidence of strong communication skills.

E

3

Experience of effective line management.

E

3

Good knowledge of a wide range of academic skills.

E

3

Ability to demonstrate a clear commitment to diversity and inclusion.

E

2

Experience of managing a learning development (or related) team

D

3

Experience of contributing to university strategic goals around attainment, student success and retention.

D

2

Experience of leading large projects to successfully improve services.

D

2

Experience of leading funding bids

D

2

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

3

Problem Solving and Decision Making Skills

3

Managing and Developing Performance

3

Creative and Analytical Thinking

3

Influencing, Persuasion and Negotiation Skills

3

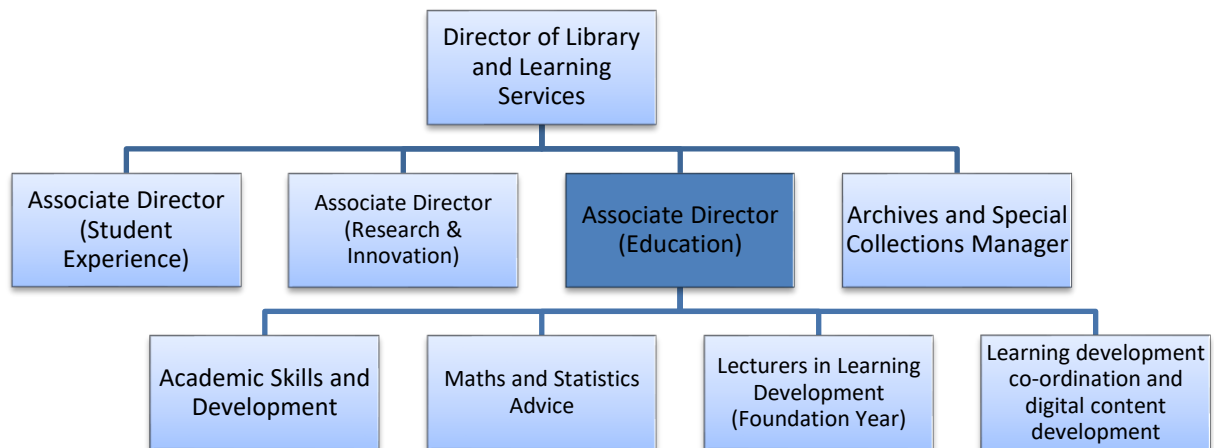
Strategic Thinking & Leadership

3

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



Relationships

Internal

- In terms of working relationships, in addition to establishing effective relationships with members of teams managed, the postholder will need to develop effective and constructive relationships with all members of the senior leadership team in order to ensure a joined-up and collaborative approach to managing the service.
- The post holder will need to work with senior colleagues across the institution, in particular with the other areas that report into the Pro-Vice-Chancellor for Education, including Educational Development & Research, Digital Learning and Academic Performance, Quality & Governance. The ability to influence, negotiate and instil confidence at a senior level will be essential.

External

- The postholder will also represent the institution at national and professional events. They will be expected to seek purposeful and relevant networking opportunities and to develop mutually beneficial professional relationships. Maintaining professional awareness, particularly in relation to the development of innovative and effective approaches to the provision of information services, will be key to the role.