Job Description

Position:	Library & Academic Skills Manager
School/Service:	Library (Directorate Student Services & Experience)
Reference:	0383-26
Grade:	Grade 8
Status:	Permanent
Hours:	Full-time, 36.25 hours normally Monday to Friday. Some flexibility may be required to support occasional evening or weekend activities, events, or cover, in line with library service needs.
Reporting to:	Director of Student Services & Experience
Responsible for:	Library & Academic Skills Services, including library operations and support, collections and learning resources.

Main Function of the position:

- To provide strategic and operational leadership for the University's Library and Academic Skills Service, ensuring the delivery of high-quality, inclusive, and student-centred services that support learning, teaching, research, student success and academic achievement.
- The Library and Academic Skills Manager is responsible for leading the development, delivery and continuous improvement of library, information literacy, and academic skills provision, ensuring services remain responsive to the evolving needs of students, academic staff, and the wider institution.
- A key element of the role is building strong partnerships with academic schools and professional services to align library resources, academic skills support and learning development initiatives with curriculum, student success, and institutional priorities.
- The postholder is responsible for the effective leadership and management of the Library and Academic Skills teams, overseeing service delivery, staff development, resources, budgets, systems, and service innovation to support the University's strategic objectives.

Principal Duties and Responsibilities:

1. Working in collaboration with the Director of Student Services & Experience to provide leadership and direction for the University's Library and Academic Skills Service, ensuring alignment with the University's Strategic Plan, Access and Participation ambitions, student success priorities, and the objectives of the Directorate of Student Services and Experience.

2. Develop, implement and evaluate service policies, operational plans and performance frameworks which support learning, teaching, research, student engagement, continuation, attainment and graduate outcomes.

3. Lead the continuous improvement, transformation and innovation of Library and Academic Skills services, ensuring provision remains responsive to changing student expectations, technological developments and higher education sector trends.

4. Identify opportunities for service enhancement, digital innovation and organisational efficiency, leading major change projects and service redesign initiatives where required.

5. Act as the University's lead professional adviser on library, academic skills, information literacy and learning support matters, providing specialist advice to senior leaders, committees and stakeholder groups.

6. Lead, manage, develop and motivate the Library and Academic Skills Service teams, fostering a culture of collaboration, accountability, inclusion, innovation and continuous improvement. To include recruitment, training and development of staff. Conduct performance reviews and monitor staff absences in accordance with university policies and procedures.

7. Oversee workforce planning, recruitment, performance management, staff development, succession planning and workforce capability across the service.

8. Promote professional standards and continuous professional development, ensuring staff maintain current knowledge and expertise in library, digital learning, information literacy and academic skills practice.

9. Ensure the effective delivery of high-quality library, academic skills, information literacy and study support services that meet the needs of a diverse student population.

10. Lead the development of integrated approaches to academic skills and information literacy, embedding support within curricula and contributing to student success and academic achievement.

11. Oversee the planning and delivery of academic skills programmes, diagnostics, workshops, resources and targeted interventions designed to improve student engagement, progression and attainment.

12. Ensure library collections, learning resources and services effectively support current and future teaching, learning and research requirements.

13. Develop strong and effective partnerships with academic schools, professional services and external organisations to support institutional priorities and enhance the student experience.

14. Work collaboratively with colleagues across Student Services, Registry, Digital Services, Quality, Academic Schools and other stakeholders to deliver integrated student support and success initiatives.

15. Represent the Library and Academic Skills Service on internal committees, working groups and strategic projects, contributing professional expertise and influencing institutional decision-making.

16. Assume responsibility for the effective management of service budgets, ensuring value for money, effective resource allocation and alignment with strategic priorities.

17. Oversee procurement, licensing, contractual arrangements and supplier relationships relating to library resources, collections, systems and learning support services.

18. Ensure the effective management and development of library systems, technologies, physical learning environments and digital resources.

19. Establish and monitor service standards, key performance indicators and operational measures, using data and evidence to drive service improvements and demonstrate impact.

20. Lead evaluation and reporting activities relating to service performance, student outcomes, customer satisfaction and institutional effectiveness.

21. Ensure compliance with relevant legislation, regulatory requirements, professional standards and University policies, including those relating to equality, accessibility, copyright, information governance, health and safety, safeguarding and data protection.

22. Support institutional quality assurance, regulatory compliance and enhancement activities, contributing evidence where required for OfS, NSS, TEF and other external reviews.

23. Champion an inclusive, student-centred approach to service design and delivery, ensuring equitable access to library, learning and academic skills support.

24. Use student insight, feedback and engagement data to inform service development and improve student outcomes and satisfaction aligned to the students as partners framework.

25. Promote the role of Library and Academic Skills Services in supporting belonging, engagement, academic confidence and student success throughout the student lifecycle.

26. Contribute to wider University projects, strategic initiatives and organisational development activities as required.

27. Maintain an awareness of emerging trends, research and best practice within the library, academic skills and higher education sectors, ensuring services remain innovative and effective.

28. Undertake any other duties commensurate with the grade and responsibilities of the post as reasonably required by the Director of Student Services and Experience.

Note: The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others.

Person Specification

Position:	Library & Academic Skills Manager	**Reference:**	0383-26
School/Service:	Student Services & Experience	**Priority (1/2)**	**Method of Assessment**
Criteria			
1	**Qualifications**		
1 a)	A degree in Library and Information Management, Education, Learning development or a related discipline	Priority 1	Application Form/ Documentation
1 b)	Management qualification or evidence of substantial leadership and management development	Priority 2	Application Form/ Documentation
1 c)	Postgraduate qualification in Library and Information Management, Education, Learning development or related field.	Priority 2	Application Form/ Documentation
1 d)	Chartered Member of a professional body (e.g., CILIP) Advance HE Fellowship or equivalent professional recognition	Priority 2	Application Form/ Documentation
2	**Skills / Knowledge**		
2 a)	Strong understanding of academic library services, information literacy, digital literacy, academic skills provision in Higher Education.	Priority 1	Application Form/Interview/ Presentation
2 b)	Knowledge of current developments, challenges and opportunities within the Higher Education sector affecting libraries and student experience	Priority 1	Application Form/Interview/ Presentation
2 c)	Understanding the relationship between academic skills provision, student engagement, continuation and retention of students.	Priority 1	Application Form/Interview
2 d)	Knowledge of library management systems, resource discovery platforms, digital learning resources and associated technologies.	Priority 1	Application Form/Interview
2 e)	Ability to analyse and interpret data, service metrics and user insight to drive service improvement and demonstrate impact.	Priority 1	Application Form/Interview
2 f)	Ability to develop policies, strategies, operational plans and measurable performance indicators.	Priority 1	Application Form/Interview
2 g)	Excellent communication skills, with the ability to influence and engage at senior levels.	Priority 1	Application Form/Interview
2 h)	Strong organisational, project management and problem-solving skills.	Priority 1	Application Form/Interview
3	**Experience**		
3 a)	Significant managerial experience leading teams and developing services within a library, academic skills, learning development environment.	Priority 1	Application Form/Interview
3 b)	Experience of operational planning, service transformation and continuous improvement.	Priority 1	Application Form/Interview

3 c)	Experience of leading, motivating and developing professional service teams.	Priority 1	Application Form/Interview
3 d)	Experience of performance management, workforce planning and resource allocation.	Priority 1	Application Form/ Interview
3 e)	Experience of managing operational/departmental budgets and resources.	Priority 1	Application Form/Interview
3 f)	Experience of implementing and managing library systems, electronic resources and digital platforms,	Priority 1	Application Form/Interview
3 g)	Experience of using student feedback, engagement data and service KPI metrics to improve services	Priority 1	Application Form/Interview
3 h)	Experience of contributing to activities relating to NSS, TEF, leading interventions to support the Access and Participation plans and quality assurance.	Priority 1	Application Form/Interview
4	**Personal Qualities**		
4 a)	Commitment to delivering an excellent student experience	Priority 1	Interview
4 b)	Ability to inspire confidence, building credibility and influence across levels of the institution.	Priority 1	Interview
4 c)	Strategic thinker with the ability to balance long term planning with operational delivery.	Priority 1	Interview
4 d)	Resilient, adaptable and able to respond positively to change	Priority 1	Interview
4 e)	Commitment to Innovation and continuous service enhancement	Priority 1	Interview
5	**Other**		
5 a)	Committed to continuous professional development, occasional attendance at meetings, conferences and networking evens off campus	Priority 1	Interview
5 b)	Awareness of the principles of the GDPR, Health and Safety, Freedom of Information Act, UKVI Prevent and Bribery Act	Priority 1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Willingness to work flexibly to meet service requirements, including occasional evening and weekend activity	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current.
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required