

Candidate Information

Position:	Assistant Director (Library Services)
School/Department:	Library Services and Research Support
Reference:	19/107931
Closing Date:	Monday 18 November 2019
Salary:	Salary will be commensurate with stage of career.
Anticipated Interview Date:	Thursday 5 December 2019

JOB PURPOSE:

To direct and lead the strategic development of Library Services at Queen's, ensuring the delivery of high quality, user-focused and responsive services which support and drive forward the University's vision in relation to learning and teaching and world class research.

MAJOR DUTIES:

1. Lead and direct the overall strategy, planning, development and delivery of Library Services, ensuring they meet the needs of students, academic staff and other Library members and that they contribute to the strategic interests of the University.
2. Develop and implement plans for the continuous improvement of Library Services to ensure full alignment with the University's Strategic Plan, including the benchmarking of services with relevant comparators to ensure the latest developments and best practice are reflected in local service provision.
3. Manage and organise the staff within Library Services to ensure they have the skills and knowledge to support the portfolio of services and to respond effectively and flexibly to new requirements.
4. Work in close partnership with key staff in Schools and Faculties to ensure a sound understanding of academic needs and priorities and to inform the development and delivery of Library Services and the provision of Library resources which meet the strategic needs of the University.
5. Manage relationships with internal and external partners and stakeholders to ensure very high levels of user satisfaction with the quality of services provided by the Library, including effective management of external contracts and service level agreements.
6. Be responsible for efficient and effective financial management within Library Services, including budget planning and developing innovative and successful plans for income generation.
7. Ensure the effective and flexible use of Library space in order to provide the optimum study environment for students and researchers and to manage physical collections appropriately.
8. Ensure effective implementation of legal, audit and health and safety requirements in Library policies, procedures and regulations.
9. Make a strong contribution, as a member of the Directorate Senior Management Team, to the identification and implementation of strategic and operational priorities to realise the University's vision and key objectives.
10. Represent Information Services, with delegated authority from the Director, both internally on various committees and groups and externally, with relevant stakeholders.
11. Carry out any other duties as may be required to support the work of Information Services.

Planning and Organising:

1. Shape the strategic direction of the University's Library services and ensure that they fully support the strategic objectives of the University.
2. Key participant in setting the strategic direction of the Directorate and the annual operational planning process.
3. Contribute to the planning and organisation of service changes with regard to their impact on the business of the University and on external user groups, ensuring that service developments are compliant with QUB practice and with the requirements of external user groups. Assess and manage risks, issues and associated mitigation plans.

4. Develop appropriate work schedules in order to meet targets, maintain service availability and/or turnaround times. Track progress against plans to ensure projects are delivered to time, quality and budget, to achieve key deliverables.
5. Input into the development of University and regional strategies and policy-making.

Resource Management Responsibilities:

1. Manage, motivate and lead a range of interdependent teams across a number of major functions and physical locations within the Library service, ensuring continuous professional development and the ability to meet the evolving requirements of the University.
2. Manage the Library Services' pay and non-pay budget ensuring financial resources are used effectively and flexibly to ensure delivery of targets within budget and to develop innovative plans for income generation.
3. Develop budget proposals for service enhancements and new systems and manage those budgets.
4. Initiate and explore ways of improving efficiency and effectiveness while promoting improvements in value for money across the University.
5. Identify and manage external sources of income, including new opportunities for income generation.

Internal and External Relationships:

1. Advise and influence at senior levels across the University.
2. Build and manage excellent and constructive relationships with key users and stakeholders to ensure services are effectively provided in support of institutional priorities and objectives, inviting feedback and recommending new solutions where necessary.
3. Develop significant strategic partnerships with external stakeholders, service providers and other educational institutions.
4. Represent the University externally, including the negotiation of significant contracts with external service providers.
5. Participate in relevant national and international bodies to represent the University's interests.

ESSENTIAL CRITERIA:

1. *Candidates must be qualified librarians with a degree or a postgraduate qualification in librarianship, information studies or information management.
2. *Substantial recent and relevant experience in a senior library management role.
3. *Experience of leading and developing significant teams of staff across a diverse range of Library functions.
4. *Demonstrable experience of managing and negotiating significant financial resources at a strategic level.
5. *Experience of developing and delivering significant strategies and policies in a rapidly changing Library environment.
6. *Experience of leading substantial change and innovative service development programmes in a Library environment.
7. *Experience of leadership in the adoption of new technology in a library context.
8. *Experience of working with and influencing senior stakeholders.
9. Extensive knowledge of key issues and emerging trends in academic libraries, including the role of information technology and digital literacy.
10. Sound understanding of emerging trends in scholarly publishing, open access and research data management and the implications for future budgetary models and for development of support services for research.
11. Sound understanding of relevant legislative framework – e.g. employment, copyright.
12. Knowledge of good practice and innovation in library space and design.
13. Excellent oral and written communication skills, including report writing and presenting to a variety of audiences, especially at a strategic level.
14. Ability to communicate effectively with colleagues, customers and stakeholders at all levels.
15. Strong interpersonal skills including negotiating and influencing at a strategic level.
16. Ability to build effective collaborative relationships and engage diverse stakeholder groups in a complex environment and in a time of rapid transformation.
17. Ability to provide dynamic leadership in a multi-team environment.
18. Ability to prioritise and schedule workloads in the face of conflicting demands.
19. A customer orientated approach to completing tasks and achieving objectives.
20. Proven analytical and problem solving capability.
21. Must be committed to personal and professional development and participate in relevant regional and national forums and events.
22. Ability to travel within Northern Ireland, UK and Ireland for the purposes of networking, conferences, etc.

DESIRABLE CRITERIA:

1. *A management qualification.
2. *A qualification in computing.
3. *Substantial, recent and relevant experience in a senior academic/research library management role.
4. *Experience of working at senior management level in a large (100+ staff) organisation.
5. *Experience of managing significant external contracts and service level agreements in a library context.
6. *Experience of leadership in the adoption of new technology in an academic/research library context.
7. Demonstrable awareness of the current and future strategic direction of UK Higher Education.