

Candidate Information

Position: Medical, Healthcare and AFBI Librarian
School/Department: Library Services and Research Support
Reference: 20/108104
Closing Date: Monday 24 February 2020
Salary: £52,560 - £60,905 per annum.
Anticipated Interview Date: Friday 13 March 2020

JOB PURPOSE:

To lead and manage the strategy, planning and delivery of Library Services for the Queen's University Medical Library, the Healthcare Library of Northern Ireland and the Agri-Food and Biosciences Institute Library, ensuring the delivery of high quality, user-focused and responsive services.

MAJOR DUTIES:

1. Lead and manage the strategy, planning, development and delivery of Library Services for staff and students primarily in the Faculty of Medicine, Health and Life Sciences; Health and Social Care (HSC) staff in Northern Ireland; and staff in the Agri-Food and Biosciences Institute (AFBI).
2. Lead, manage and motivate professional, clerical, technical and manual staff providing Library Services across a number of sites.
3. Manage relevant budgets; manage monitoring procedures to ensure budgets are not exceeded; monitor budgets to meet internal requirements.
4. Provide strategic leadership in the provision of excellent customer services, in line with the Customer Services Excellence (CSE) framework, for the Library's diverse user groups; Coordinate the CSE Project Group to achieve ongoing CSE accreditation.
5. Manage and negotiate the University's contracts, and associated service level agreements, with the Department of Health and AFBI for the provision of Library Services to HSC staff in Northern Ireland and to staff in AFBI; Play a leading role in developing the long-term strategic direction for Library Services for HSC and AFBI staff across Northern Ireland.
6. Make a strong contribution, as a member of the Library Management Team, to the development of library wide strategy, policy and practice; Deputise for the Assistant Director (Library Services) as required.
7. Report progress to, and actively engage with, senior management, University Committees, external monitoring agencies (e.g. Department of Health Library Advisory Group and AFBI Library Contract Monitoring Group) and Library User/Management Groups within the Trusts as required.
8. Evaluate existing service provision by keeping abreast of feedback and broader developments in comparable institutions, set quality standards and manage service delivery, including monitoring library services within Trust sites; develop and implement appropriate professional and quality service standards.
9. Liaise and collaborate at a senior level with the user community on the development of services to meet their needs; anticipate users' needs/requests, identify opportunities for enhancement and facilitate change management.
10. Lead projects involving a range of Library staff which may result in the development and implementation of new services/processes which impact on the entire University community or on a significant external user group.
11. Management responsibility for the Library Associate Membership Scheme, ensuring outreach with the wider community.
12. Management responsibility for access to and maintenance of the collections in the Medical and Healthcare Library and AFBI libraries.
13. Management responsibility for the fabric/furnishing of designated library buildings, for health and safety issues on designated sites and for access to service on designated sites.
14. Responsible for service delivery in designated area in respect of compliance with current and future Divisional objectives and service level agreements.

15. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

Planning and Organising:

1. Shape strategic direction of own area of activity, planning and organizing activities of others considering the implications now and in the longer term, to support University objectives.
2. Plan and manage service delivery with a full understanding of long term issues, ensuring team plans feed into broader Directorate and University operational plans.
3. Establish service priorities and pursue service development over a significant time period.
4. Play a key role in the annual operational planning process.
5. Manage projects to facilitate significant service/policy/operational changes with broad University/regional impact.
6. Develop and implement operational plans in own area of activity.

Resource Management Responsibilities:

1. Manage resources/budgets within allocated areas to ensure maximum value is delivered for resources deployed.
2. Lead resource and budget planning for the team.
3. Manage the contract for provision of Library Services to Health and Social Care staff in Northern Ireland.
4. Manage the contract for provision of Library Services to AFBI.
5. Manage academic related, library assistants, clerical, technical and manual staff to ensure the successful delivery of information, circulation, document delivery, enquiry, IT and research support services; delegate work activities to deliver team objectives ensuring strategies and policies are implemented.
6. Responsibility for staff development within the team including helping team members to develop their professional effectiveness.
7. Accountable for the upkeep of designated buildings/collections/furnishings/equipment.

Internal and External Relationships:

1. Initiate, develop and maintain external high level links with designated user groups, both representatives of Department of Health, Health and Social Care Trusts and AFBI.
2. Represent the Medical and Healthcare Library and its branches, and the AFBI Library at internal meetings and the Library/University at external meetings to ensure that issues are appropriately represented and acted on.
3. Maintain contact with other areas of the University and the Health Service to develop improved processes and supporting systems.
4. Network with fellow professionals in specialist Library bodies or groups on a national/international basis.

ESSENTIAL CRITERIA:

1. Candidates must be qualified librarians with a degree or a postgraduate qualification in librarianship, information studies or information management
2. Significant (minimum 5 years) recent and relevant management and leadership experience in a library management role.
3. Experience of managing and developing a significant team (or teams) of staff.
4. Demonstrable experience of exploiting IT applications successfully in a Library setting.
5. Experience of managing and controlling significant budgets and an understanding of financial management procedures.
6. Authoritative, demonstrable knowledge of a range of academic library work practices and demonstrable, deep understanding of trends in information management and delivery.
7. Detailed, demonstrable knowledge and understanding of relevant systems and legislative framework – e.g. employment.
8. Demonstrable awareness of the current and future activities of Information Services.
9. High level of specialist/professional engagement with current practice and developing knowledge.
10. Proven high level communication and presentation skills.
11. Strong interpersonal skills including motivational negotiating, influencing and relationship/partnership building.
12. Proven analytical and problem solving capability.
13. Must demonstrate the ability to lead other staff in a multi-team environment.
14. Must be committed to personal and professional development and participate in relevant regional and national forums and events.
15. Ability to fulfil the mobility requirements of the post that will involve independent travel to hospital and other locations across Northern Ireland on a frequent basis. Also, regular travel in the UK and Ireland to attend regional/national meetings.

DESIRABLE CRITERIA:

1. A qualification in computing.

2. Significant recent, relevant professional experience in an academic/Health Care Library management role.
3. Experience of developing innovative solutions and contributing to strategic planning.
4. Experience of managing and delivering library services under contract.
5. Experience of influencing external organisations to achieve a desired result.
6. Demonstrable awareness of the current and future strategic direction of UK Higher Education and of the local Health and Social Care Service.