

Candidate Information

Position: Head of Customer Experience and Partnerships (Library Services)
School/Department: Information Services
Reference: 23/110595
Closing Date: Monday 13 February 2023
Salary: £54,949 - £63,673 per annum
Anticipated Interview Date: Friday 24 February 2023

JOB PURPOSE:

To lead and manage the delivery of a world-class user experience (UX) for all customers of the University Library, ensuring the delivery of high quality, user-focused and responsive services across all sites. The role is also responsible for managing strategic partnerships with external stakeholders such as the Department of Health and the Agri-Food and Biosciences Institute (AFBI).

MAJOR DUTIES:

1. 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; Provide strategic leadership to the Customer Experience teams across all sites.
2. Lead and manage the strategy, planning, development and delivery of Library Services for staff and students in the University; Health and Social Care (HSC) staff in Northern Ireland; and staff in the Agri-Food and Biosciences Institute (AFBI).
3. Lead, manage and motivate professional, clerical, technical and manual staff providing Library Services across a number of sites; Lead on the development and delivery of a staff development strategy to ensure that library staff have the necessary skills to meet current and future service objectives and expectations.
4. 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.
5. Manage relevant budgets; manage monitoring procedures to ensure budgets are not exceeded; monitor budgets to meet internal requirements.
6. Make a strong contribution, as a member of the Library Leadership Team, to the development of library wide strategy, policy and practice; Deputise for the University Librarian 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 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; develop and implement appropriate professional and quality service standards.
9. Ensure the provision of high-quality, effective library spaces for students and researchers; Manage physical collections in designated sites appropriately.
10. 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.
11. 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.
12. Management responsibility for the Library Associate Membership Scheme, ensuring outreach with the wider community.
13. Responsible for service delivery in designated area in respect of compliance with current and future Divisional objectives and service level agreements.
14. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

ESSENTIAL CRITERIA:

1. * Minimum of degree (or equivalent qualification). In the event that you do not meet this criteria, the University will also accept the following which has been deemed equivalent.
2. Substantial relevant senior management experience.
3. * Significant (minimum 5 years) recent and relevant management and leadership experience in a customer service/service delivery environment to include:
 - Experience of leading and developing a multidisciplinary team(s).
 - Experience of service delivery management to include planning, developing and implementing innovative, high-quality services to customers.
 - Experience of strategic planning.
4. * Experience of managing and controlling significant budgets and an understanding of financial management procedures.
5. * Evidence of leading projects to completion.
6. * Experience working with, and influencing, senior management.
7. The ability to think strategically, problem solve and drive forward positive change management processes which improve performance standards and enhance the customer experience.
8. Detailed knowledge and understanding of relevant systems and legislative framework – e.g. data protection and health and safety.
9. High level of specialist/professional engagement with current practice and developing knowledge.
10. Excellent oral and written communication and presentation skills.
11. Excellent interpersonal skills including motivating, negotiating, influencing and relationship/partnership building.
12. The vision, passion, and commitment to inspire and motivate others.
13. Ability to work under pressure and deliver to deadlines.
14. Ability to relate effectively with students, staff and external stakeholders.
15. Must be committed to personal and professional development and participate in relevant regional and national forums and events.
16. This post will require travel to various locations across Northern Ireland related to the AFBI and HSC contracts.
17. The role will also require travel as required across the UK/Ireland to attend regional/national meetings and/or conferences.
18. The University is currently participating in a temporary Agile working pilot which includes homeworking. This role is customer facing and whilst this role will require the successful candidate to be on campus for the majority of time, requests for flexibility will be considered.

DESIRABLE CRITERIA:

1. A relevant qualification in librarianship, information studies or information management.
2. Significant recent, relevant professional experience in an academic or research library.
3. Experience of leadership and management within a Higher Education context.
4. Experience of managing and delivering services under contract.
5. Experience of influencing external organisations to achieve a desired result.
6. Experience of working towards or achieving Customer Service Excellence accreditation.
7. Demonstrable awareness of the current and future strategic direction of UK Higher Education.
8. Authoritative, demonstrable knowledge of a range of academic library work practices and demonstrable, deep understanding of trends in information management and delivery.
9. Demonstrable awareness of the current and future activities of Information Services.