

Candidate Information

Position:	McClay Library Manager (Jobshare)
School/Department:	Digital and Information Services
Reference:	24/111905
Closing Date:	Monday 3 June 2024
Salary:	£46,497 - £57,141 per annum (pro rata)
Anticipated Interview Date:	Monday 17 June 2024
Duration:	Permanent (Part-time 14.8 hpw)

JOB PURPOSE:

To manage a team of staff based in the McClay Library to ensure the delivery of high quality, customer-focused and responsive services to staff, students, external members, and visitors.

MAJOR DUTIES:

1. Lead and manage the strategy, planning, development, and delivery of front of house, circulation, and enquiry services in the McClay Library.
2. Lead, manage and motivate a team of professional, clerical, and operational staff and be responsible for the training and development of the team.
3. Prepare, analyse, and present reports, statistics and other data relating to the management and work of the team.
4. Identify additional service requirements or service shortfalls and co-ordinate and/or design the delivery of solutions to maximize service quality, efficiency, and continuity.
5. Contribute as a member of the Library Leadership Team, to the development of library wide strategy, policy, and practice.
6. Management responsibility for the fabric/furnishing of the McClay, for health and safety issues, and for access to services in the McClay.
7. Responsibility for determining opening hours and managing support for out of hours opening.
8. Manage access for visitors and external members.
9. Oversee portering and security within the McClay Library.
10. Facilitate outreach activities and promotional events.
11. Provide leadership in the provision of excellent customer service, in line with the Customer Service Excellence (CSE Accreditation) Framework.

ESSENTIAL CRITERIA:

1. Minimum of degree (or equivalent qualification) OR; Substantial relevant management experience.
2. Significant recent and relevant management experience in a customer service/service delivery.
3. Significant experience of managing and developing staff.
4. Demonstrable knowledge of the current and future activities of Library and Information Services.
5. Detailed knowledge of a range of academic library operations.
6. Deep understanding of trends in information management and delivery.
7. Excellent communication and interpersonal skills.
8. Must demonstrate the ability to motivate self and others.
9. Proven ability to use initiative and judgement to arrive at consistent decisions.
10. Must have a strong commitment to customer service and ongoing service development.
11. Ability to plan and prioritise the work of the team.
12. Analytical and problem-solving skills.
13. The post will involve regular evening work.

DESIRABLE CRITERIA:

1. A degree or a postgraduate qualification in librarianship, information studies or information management.
2. Detailed knowledge of a range of academic library operations.
3. Financial experience in managing and controlling budgets.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to Jacqueline McCurry j.mccurry@qub.ac.uk