

The University of Manchester

Job Description

Job title:	Curatorial Practices Services Manager
Reports to:	Head of Digital Special Collections and Services
Organisation unit:	University of Manchester Library: Curatorial Practices
Date:	January 2021
HERA:	MAPPS-UML-CP-DC-H (457, Grade 6)

Overall purpose of the job:

- To manage, develop, motivate and inspire the Building Care & Operations, Reader Engagement and Visitor Services teams, ensuring excellent customer service and highly effective cross-team working and communications
- To ensure consistently high standards of building care and operations at the John Rylands Library (one of the great libraries of the world) including contractor management, security, health and safety, maintenance, cleaning and support for events and activities, with the aim of creating and maintaining remarkable spaces for researchers, learners, visitors and staff
- To manage and develop the Special Collections Reader Service across Library sites, ensuring outstanding customer service, sector-leading innovation, and the security and care of the collections at all times
- To ensure an exceptional visitor experience at the John Rylands Library, including reception, retail, catering, visitor engagement and evaluation

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To manage and develop the Building Care & Operations, Reader Services and Visitor Services teams, in order to deliver consistently excellent customer service and to ensure highly effective cross-team working and communications
- To line-manage the Reader Services Coordinator(s) and the Building & Visitor Services Coordinator(s)
- To manage and develop the Special Collections Reader Service across Library sites, delivering outstanding customer service, driving sector-leading innovation, and ensuring the security and care of the collections at all times, working in close collaboration with Special Collections Managers
- To manage and develop the Visitor Services team to ensure a consistently excellent visitor experience at all stages of the customer journey, from arrival to departure, including reception, retail, catering, visitor engagement and evaluation, working closely with the Exhibitions & Public Engagement with Research Manager

- To enhance the visitor experience by providing a profitable retail service which is tuned in to customer needs by offering bespoke products and products which reflect quality and breadth of the collections
- To ensure consistently high standards of facilities management services for the John Rylands Library (a high-profile, Grade 1 listed building that houses world-leading Special Collections) including contractor management, security, maintenance, cleaning and support for events and activities (online and on-site), with the aim of creating and maintaining remarkable spaces for researchers, learners, visitors and staff and ensuring that the building is cleaned and cared for to a very high standard, using techniques and materials appropriate to the building's Grade-1 listed status and the significance and specific requirements of the world-class collections, liaising with the Collection Care team as appropriate
- To act as principal liaison point with the University's Directorate of Estates and external contractors to coordinate the planned, responsive and emergency maintenance and improvement of the John Rylands Library building, including plant, equipment and systems, as appropriate to the building's significance, and to ensure that performance targets agreed within the Library, Estates or other service providers are met
- To work with Library, Estates and ITS colleagues to ensure that building systems are of an appropriate standard and compliant with best practice and University protocols, including fire detection and suppression, intruder alarm, access control, CCTV, building management system, power and data, EPOS
- To manage health and safety for customers and staff (working with Library and University Health and Safety Officers) and ensure that the John Rylands Library building complies with all relevant legislation including the Health and Safety at Work Act, COSHH, and the University's own policies and processes, including fire safety, building security and compliance with risk assessments
- To ensure that usage of the grade 1 listed building is optimised within the existing constraints, which will include the effective performance monitoring, management and planning of all spaces
- To plan, manage and evaluate one off / major events, working with the Exhibitions and Public Engagement with Research Manager whenever appropriate; this may involve liaison with the University President's office, University Security and Fire Officers, Estates, external organisers, caterers, media, etc
- To manage requests for filming within the John Rylands Library, including liaison with TV and film companies, the Directorates of Estates, Compliance & Risk and Research & Business Engagement, and internal stakeholders
- To develop effective and efficient audience-centred programmes and services, and ensure continuous quality assurance and assessment
- To actively monitor the usage of services, establish appropriate feedback and evaluation mechanisms, evaluate feedback, set relevant service standards and targets and provide management information to the Directorate Management Team as required
- To keep policies, procedures and staffing under active review and to identify opportunities to innovate and improve services, recommending improvements and changes as necessary and implementing those agreed
- To lead and develop staff through training and development, empowerment and performance management, and to ensure a strong ethos of flexibility, collaboration and cross-team working
- To nurture effective relationships with relevant colleagues in the University's Cultural Institutions, to ensure the sharing of good practice, common approaches to service delivery, IT systems, etc

- To promote and represent the Library at appropriate internal and external committees, professional bodies, meetings and events, and to take all opportunities to promote innovation taking place at the University of Manchester Library
- To contribute to the development of fundraising bids and grant applications and to take/share responsibility for managing ensuing projects
- To manage budgets, and to manage activity within agreed budgets and timescales
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- Educated to degree level
- Successful experience of leading a team in a busy audience-focused heritage or cultural sector environment
- Excellent customer relationship knowledge and the ability to inspire a team to deliver a proactive customer service
- Significant experience of staff management, including recruitment, motivation and performance management
- Excellent interpersonal skills, including ability to build relationships, influence and negotiate
- Excellent written and oral communication skills
- Experience of developing high-profile programmes or projects
- Excellent digital literacy including competence across digital communications channels, especially Microsoft Office software applications and experience with CRM principles
- Experience of managing projects including building repairs and refurbishment
- Experience of building and/or facilities management
- Experience of managing budgets
- Good understanding of the Health and Safety requirements of this role
- Experience of service planning and management, including policy and process development, evaluation and review, and a proven ability manage change
- Ability to evaluate information and make decisions which reflect the organisation's strategy
- Ability to anticipate challenges and to respond to them creatively and innovatively
- Successful experience of developing or contributing to funding bids or grant applications
- Professional commitment and a willingness to work flexibly to maintain service standards and delivery and to adapt to changing circumstances
- Willingness to be on call outside normal working hours for emergencies

- Strong commitment to personal and professional development and evidence of an active approach to CPD

Desirable skills, knowledge and experience:

- Professional qualification in Library and Information Studies, Archives, Museum or Art Gallery studies or similar qualification, or equivalent experience
- Experience of working with Special Collections materials (rare books, maps, manuscripts, archives and/or visual materials)
- Experience of managing a Grade 1 listed building
- Experience of managing retail services