

The University of Manchester

Job Description

Job title:	Faculty Engagement Coordinator
Reports to:	Faculty Engagement Librarian
Organisation unit:	University of Manchester Library: Faculty & Student Partnerships
Date:	January 2021
HERA:	MAPPS-UML-F&SP-ENG-A (330, Grade 5)

Overall purpose of the job:

To work under the direction of the Faculty Engagement Librarian to:

- support and assist in developing effective relationships with stakeholders and customer groups within the University
- undertake a variety of tasks integral to the development and delivery of a Library support and engagement service for academic and PS communities
- proactively participate as a member of the Engagement Team, including involvement in projects, team/directorate development, meetings and delivery of the operational plan

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 maintain an awareness and understanding of all areas of the Library service and how it supports the teaching and research needs of the University
- To provide administrative support for the activities and services of the Engagement Team, including:
 - meeting organisation and minute taking
 - compilation of statistics, evaluation of data and contextualised reporting
 - development of guidelines and instructions
- To handle and support day-to-day enquiries received via the Engagement Team and other areas of the library
- To support Engagement Team strategic communications activity for campaigns and service promotions, to include:
 - writing copy for both internal and external promotion of Library services
 - uploading digital content and news items
 - organising, promoting and reviewing the success of academic facing events
- To support customer engagement activities and assist in the analysis of customer survey data, and other sources of customer insight

- To represent the Library, report at and present at School Staff Student Liaison committees
- To co-ordinate projects both for the Engagement Team and wider Library
- To co-ordinate the collation, evaluation and dissemination of academic feedback to inform Library product and service development
- To support Engagement Team data analysis including campaign evaluation and the development of reports and dashboards within the Library's Customer Relationship Management system
- To be the central point of co-ordination, administration and communication for the Library's Customer Relationship Management related activities
- To work collaboratively with colleagues in Collection Strategies to support effective collection development and promotion, ordering and management processes
- Such other duties as may reasonably be associated with the grade and role of this nature
- 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, or equivalent **OR** full professional qualification in librarianship or another appropriate qualification, and/or relevant experience at a comparable level
- Experience of providing a customer focused service in a higher education environment
- Experience of enquiry management & support
- Proven initiative and judgement to resolve daily problems independently or through a support team where appropriate
- Well-developed administrative and organisational skills, including the ability to prioritise work and meet deadlines
- Strong ITC skills, including Microsoft Office applications use of spreadsheets, databases and internet resources
- Ability to collate, analyse and present data in report format
- Strong digital communication skills and confidence in using social media applications
- Experience of meeting and event organisation
- Excellent interpersonal and team working skills
- Excellent verbal and written communication skills
- A proven ability to design & deliver presentations with confidence
- A willingness to undertake continuing professional development to update skills and knowledge as necessary

Desirable skills, knowledge and experience:

- Experience of working in a higher education library service
- Experience of using enquiry management and/or customer relationship management software
- Experience of copy writing and uploading digital content
- Experience of project management