

The University of Manchester

Job Description

Job title:	Faculty Engagement Librarian
Reports to:	Head of Engagement
Organisation unit:	University of Manchester Library: Faculty & Student Partnerships
Date:	January 2021
HERA:	MAPPS-UML-F&SP-ENG-B (411, Grade 6)

Overall purpose of the job:

- To support senior colleagues in the consultation, delivery and communication of tailored engagement with Faculties, Schools and PS in order to ensure their needs are met and Library services and collections remain relevant and visible
- To create, deliver and track excellent communications, both tailored and broadcast, to develop and sustain trusted, proactive relationships with a broad range of stakeholders and customer groups. Relationships will be broad in scope and number, ranging from Head of School/division to School administrators and individual academics. You will also engage with students through these relationships
- To work with Library Directorates in order to contribute to the successful exploitation of the Library's collections for outstanding teaching, learning and research, particularly for Special Collections and through the John Rylands Research Institute and Library

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 support the Head of Engagement in the development, planning and implementation of changes to service delivery or approach in line with Library strategy and the changing academic environment
- To manage the Faculty Engagement Coordinators as required, including recruitment, performance management and staff development
- To engage proactively with relevant contacts to understand their academic and administrative priorities and those of their colleagues and students
- To determine and communicate the best ways in which the Library can develop services which both respond to those needs, and take account of likely future directions
- To ensure that the Library is highly visible beyond its physical sites through frequent presence in Schools, by leading initiatives which place Library services in key customer locations and through high profile digital campaigns

- To maximise use of the range of communication channels, to reach and respond to customers in order to maintain excellent service and ensure that Library services remain relevant to customer needs
- To ensure that services are informed by targeted and Library-wide customer focused engagement activities
- To promote Library collections, resources and services in line with agreed engagement and communications plans
- To build, broker and maintain strong relationships with relevant Library colleagues, across all Directorates and Teams to maintain awareness of and ensure effective planning and communication of all library services
- To build and maintain strong relationships with colleagues in the TL Library to ensure collection development meets the information needs of the Library's key customer groups
- To take ownership of issues and complaints from specific customer groups (e.g. a School) and ensure prompt resolution in liaison with relevant Library teams
- To take lead responsibility within the Engagement Team for a Library priority (e.g. open research), service development (e.g. MLE), or professional issue (e.g. measuring value and impact), developing and sharing knowledge and expertise in this area
- To undertake appropriate bibliographic (cataloguing) work for content in one or more non-Roman languages, as required, including the creation of new MARC records and editing of item details on existing catalogue records, including Special Collections material
- To support Schools or specific discipline areas in preparing for quality assessment exercises, including QAA audit, professional body accreditation and research assessment
- To actively lead and manage Library projects
- To maintain an awareness and understanding of all areas of the Library service (current and planned) and how they can support the teaching and research needs (current and future) of the University
- To maintain an awareness and understanding of wider Library sector developments in Higher Education with a view to service development
- To represent the Library at, and actively participate in, appropriate University committees, ensuring effective exchange of communication
- To represent the Library/University on working/collaborative groups and at national conference, committees etc
- To represent the Library at appropriate external events, taking all opportunities to promote innovation taking place at The University of Manchester Library, and to become involved in appropriate professional bodies
- To meet agreed personal and departmental performance targets and to collect and collate both quantitative and qualitative information
- 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
- Full professional qualification in librarianship or another appropriate qualification, and/or relevant experience at a comparable level
- Excellent and demonstrable communications skills, especially written, presentation and use of digital platforms
- Excellent diplomatic, negotiating and influencing skills
- In depth knowledge of the HE environment, and an excellent understanding of the academic role, the academic mindset and priorities
- Excellent interpersonal skills, including the ability to build relationships and communicate with University staff at all levels
- Ability to identify opportunities for the Library, anticipating trends and future demand
- Willingness and ability to engage proactively with the academic community and to take a leading role in promotional activities
- Excellent written and oral communication skills with the ability to reach and present to a wide variety of audiences
- Proven ability to handle enquiries successfully, including complex enquiries at an advanced level
- Proven ability to query, analyse and summarise complex data from a variety of sources, with an aptitude and ability in using technology and software in order to collate data and produce reports
- Effective project management skills
- Excellent digital literacy including competence across office software applications and expertise with relevant functional software and systems
- High level of personal resilience

Desirable skills, knowledge and experience:

- Experience of using and exploiting the value of a CRM system
- Experience of staff recruitment, management and motivation
- Membership of a relevant professional organisation or body