

The University of Manchester

Job Description

Job title:	Head of Teaching, Learning & Students
Reports to:	Associate Director: Faculty & Student Partnerships
Organisation unit:	University of Manchester Library: Faculty & Student Partnerships
Date:	January 2021
HERA:	

Overall purpose of the job:

- To be the strategic lead for the Library's Teaching, Learning and Student activity
- To provide inspirational leadership to and management of the Teaching, Learning and Students (TLS) Team, ensuring the delivery of a set of high quality, innovative and sector leading services, both physically and digitally, to support the student learning experience at the University of Manchester
- To lead and develop a comprehensive understanding of the current and future teaching, learning and student experience operational and strategic goals across the University in order to ensure TLS services are both closely aligned and agile enough to adapt to changing demands
- To lead on and build strong strategic partnerships with the wider University teaching, learning and student community
- To build and develop strong collaborative relationships with all Library leaders and managers in order to influence and contribute to the development of Library wide projects and initiatives in support of the UML strategic vision.

Key responsibilities:

- To develop and manage the specialist library services and skills programmes to support the delivery of high-quality teaching & learning at the University of Manchester and to empower students to achieve their best.
- To lead and manage the Library's TLS services so that they reflect the diversity of their audience, can be delivered both face-to-face and in digital form and balance the ambition to be innovative and exemplary against a need to be sustainable
- To manage the quality assurance and monitoring of I TLS services in order to maintain relevant pedagogic and professional standards and relevance to the target audience
- To provide strong team leadership ensuring that all professional staff are appropriately developed to deliver credible expert services to the teaching and learning community and ensure that they are well manage and supported through the use of regular

reviews, by offering guidance and direction, and applying performance management & development principles and other HR policies as necessary

- To build and manage partnerships with Collection Strategies and Digital Services colleagues to ensure that Library systems, processes and resources meet teaching & learning service delivery needs and to ensure that they are fit for purpose
- To work closely with the Head of Engagement to ensure that the Library's teaching & learning services are appropriately communicated and promoted through all the relevant Library & University channels
- To work in partnership with the Customer Services Team, to ensure delivery of a seamless enquiry service, that appropriately connects front-line service with specialist services through seamless referral mechanisms and to ensure performance is monitored appropriately
- To act as the key point of contact with the University Digital Learning Team in order to manage an appropriately prioritised pipeline of the e-learning development work required to support the Library's core services and to ensure that this is effectively delivered, maintained and monitored
- To work in close partnership with the Head of Teaching & Learning Development to prioritise the project and development work with which the team will be involved via the University Institute for Teaching & Learning, ensuring that it is strategically aligned with both Library and University goals and can be appropriately resourced
- To take an active role in the Directorate Management Team supporting the Associate Director for Faculty & Student Partnerships in developing a coordinated and cooperative approach to prioritising the work of the Directorate in line with strategy, considering service innovation and development issues and leading change
- To contribute proactively to the development and implementation of Library-wide operational planning and initiatives in support of University strategy and Library priorities
- To represent and deputise for the Associate Director for Faculty & Student Partnerships as necessary at Library and University meetings and committees
- To represent the University of Manchester Library service at relevant external meetings, and to become involved in appropriate professional networks, working proactively to establish, develop and nurture strategically important relationships and to promote the Library's reputation as a leading service within the sector
- To seek and identify trends, opportunities and funding to support innovation and position the University Library in a leadership position in teaching and learning service 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
- To take an active approach to continuing professional development
- 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 share in the Library's culture and values and ensure the working environment reflects the Library's Ways of Working

Person Specification:

Essential knowledge, skills and experience:

- Professionally qualified and possessing a relevant degree/postgraduate qualification plus significant appropriate management and leadership experience
- or
- Extensive vocational and strategic management and leadership experience demonstrating professional development through a series of progressively more demanding and influential work roles, backed by evidence of significant development of appropriate specialist knowledge
- Extensive experience of working in an appropriate educational environment, such as within an academic library
- Experience of staff leadership and management and proven ability to manage change
- Excellent interpersonal, communication and presentation skills
- The ability to think strategically and contribute to the prioritisation, management and goal setting beyond the immediate team (e.g. at Library wide level)
- High level of IT literacy and fluency with office software and Internet communication and information technologies
- Experience of operational and service planning, including the development of policies and procedures
- Understanding and experience of the use of, and requirements for, information resources and services by academics and students in a research-intensive university
- Experience of the exploitation of technology for information management and delivery in an academic context
- Strong influencing and negotiation and decision-making skills

Desirable knowledge, skills and experience:

- A good knowledge of the latest developments in teaching and learning in a Higher Education environment, including an understanding of relevant pedagogy and issues affecting the student experience