

The University of Manchester

Job Description

Job title:	Teaching & Learning Services Manager
Reports to:	Head of Teaching, Learning & Students
Organisation unit:	University of Manchester Library: Faculty & Student Partnerships
Date:	April 2021
HERA:	MAPPs-UML-F&SP-TL&S-B (532, Grade 7)

Overall purpose of the job:

- To manage the Teaching Learning and Students (TLS) team, ensuring the delivery of high-quality innovative teaching and learning, to support the student learning experience at the University of Manchester
- To ensure that teaching and learning services are designed and operated in the most effective and efficient manner and continually adapted according to user needs
- To support the Head of Teaching Learning and Students and the Head of Teaching and Learning Development and other colleagues to develop and ensure appropriate working partnerships are in place with colleagues, students, and external stakeholders and contribute to library wide projects and initiatives in support of the UML strategic vision

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 provide guidance and operational support to the Head of Teaching Learning & Students in order to ensure specialist library services and skills programmes support the delivery of high quality teaching and learning at the University of Manchester and empower students to achieve their best
- To manage, organise and direct the work of the staff assigned to TLS services by the TLS Management Team in order to ensure services are operating efficiently and effectively
- To provide TLS staff with leadership and support in the areas of service delivery, recruitment, performance management, and staff development
- To implement and manage administrative procedures for TLS processes to assure and enhance quality and provide data, data analysis and reports as required

- To manage the day to day operations of the TLS specialist enquiry service, working in partnership with the Customer Services team, to ensure it is appropriately connected to the front-line enquiry service through seamless referral mechanisms and to ensure performance is monitored effectively
- To monitor departmental performance using appropriate benchmarks, standards and targets in order to ensure the delivery of the Library strategy
- To take an active role in the Directorate Management Team supporting the Associate Director for Faculty & Student Partnerships
- To contribute proactively to the development and implementation of Library-wide operational planning and initiatives in support of University strategy and Library priorities
- To work with Collection Strategies and Digital Services colleagues to ensure Library systems, processes and resources effectively support TLS service delivery
- To work with the Academic Engagement team to ensure the Library's teaching and learning services are appropriately communicated and promoted through all the relevant Library and University channels
- To contribute to library wide initiatives to further our strategic ambitions by actively participating in the operational planning process, including its implementation and monitoring
- To ensure the Library's Student Team is involved as an integral part of designing & delivering relevant student-focused learning programmes and services, support and initiatives
- To represent the Teaching Learning & Students Team and the University Library service at internal and external meetings, and to become involved in appropriate professional networks
- To maintain an awareness of potential developments in the delivery of services and programmes to support teaching & Learning and relevant activity within the wider library profession by attending meetings, seminars, workshops and other professional events as required, and liaising with colleagues in other academic libraries
- 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 skills, knowledge 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
- 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
- Excellent Digital Literacy including competence across office software applications and expertise with relevant functional software and systems
- 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 academic users in a research-intensive university
- Experience of the exploitation of technology for information management and delivery in an academic context
- Influencing and negotiation skills

Desirable skills, knowledge 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
- Practical experience of project managing research or other projects
- A relevant postgraduate qualification e.g. PG Certificate in Higher Education
- Relevant sector qualification such as AdvanceHE/HEA fellowship, ALDinHE practitioner or equivalent