

The University of Manchester

Job Description

Job title:	Executive Office Manager
Reports to:	John Rylands Librarian & Director of the UML
Organisation unit:	University of Manchester Library: University Librarian
Date:	May 2021
HERA:	MAPPS-UML-UNILIB-F (513, Grade 7)

Overall purpose of the job:

The Executive Office Manager is a key role across the whole of the University of Manchester Library, working with all teams and core leadership groups to coordinate and develop Library policy, operational planning and to ensure best practice. This entails liaising with managers from all other parts of the Library, gathering information about how they are functioning and what arrangements are in place to help meet the Library's vision and priorities. The role involves research, compilation of data, report writing, verbal feedback, critical analysis and evaluation of complex information. This is all contributed in a nuanced and sensitive way to Library Executive Team (LET) and Library Leadership Team (LLT), for both of which the role performs senior administrative support. This is the only role in the Library with full membership of both leadership groups.

The Executive Office Manager plays a crucial role in the Library's drive to improve the operational delivery of the Library. It also works closely with the LET and the University Librarian directly in the long-term performance of the Library under its new Imagine2030 vision. In this sense the Executive Office Manager plays both a senior administrative and advisory role alongside the University Librarian.

This is a cerebral job with a strong political aspect. It requires liaison with many different colleagues (and opinions) from across the entire spectrum of the country's third largest research library. This is equally the case across the University and the Library's many national and international partners.

The role includes:

To provide executive and strategic advisory to the University Librarian

To manage the work and staff of the Library Office

To grasp and exploit new concepts and assimilated learning at a high level

To write creatively and with political sensitivity

To think laterally and make connections which may not always be obvious

To discover and recommend ways to satisfy criteria enshrined in the Library's core vision

To manage and develop relationships with people at every level of the University

To provide high level administrative and desk research support to the University Librarian and the Library's Executive and Leadership Teams.

To liaise with staff across the University on behalf of the University Librarian and the Library's Executive and Leadership Teams on a broad range of matters

To project manage a range of initiatives emanating from the Library's Executive and Leadership Teams

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 the staff of the Library Office to ensure that the work of the University Librarian and Associate Directors is fully supported
- To schedule and provide advice at all meetings of the Executive and Leadership Teams including arranging meeting dates, circulation of papers, etc.
- To liaise with Executive and Leadership Team members regarding the composition of the papers, quality control and the planning of agendas, providing strategic advice, guidance and support where needed
- To liaise with, and politically advise, staff wishing to submit papers for Executive and Leadership Team consideration
- To attend all Executive and Leadership Team meetings, providing constant astute intelligence from across the Library where appropriate and record, monitor and follow through on individual's actions
- To project manage and lead specific initiatives which are confidential (e.g. restructuring process) or need considerable co-ordination of text from a variety of sources, and editing (e.g. Library strategic plan, The Risk Register, annual report). This will involve the setting out of detailed timescales and critical paths
- To be responsible for the creation of the Library's contribution to the Professional Services Annual Performance Review submission, working with the University Planning Office and the University Librarian and Director, and to monitor and follow up on actions arising from the Review
- To carry out desk research to support the work of Executive and Leadership Team members
- To prepare reports and presentations for Executive and Leadership Team colleagues based on a detailed knowledge of the Library and its strategic direction

- To draft internal communications on behalf of the University Librarian and Executive and Leadership Teams,
- To provide support and input into the Library's work with the John Rylands Research Institute's British Pop Archive
- To manage and co-ordinate Freedom of Information responses on behalf of the University Librarian, working closely with the Freedom of Information Act Compliance Co-ordinator
- To manage and co-ordinate General Data Protection Regulation responses and compliance on behalf of the University Librarian
- To manage and co-ordinate the Library's Uniforum return on behalf of the University Librarian
- 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 compliance with the University's Register of Interests
- To communicate with staff across the University, and with the Library's external contacts, on behalf of the University Librarian
- Share responsibility with office colleagues for welcoming visitors to the Library, planning visitor programmes etc.
- To develop and maintain an easily accessible knowledge bank of UML documents and slides to prevent duplication of effort when new needs arise
- To develop and maintain a knowledge of the library and information environment, acting as a repository of published and web-based material relevant to UML strategic thinking
- To contribute proactively to the development and implementation of Library-wide operational planning and initiatives in support of University strategy and Library priorities
- 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:

- **EITHER** a good honours degree in a relevant subject and professional qualification in librarianship/information science, plus appropriate practical experience in a similar or related role(s) **OR** significant vocational experience, demonstrating development through

the acquisition of appropriate professional and specialist knowledge and involvement in a series of progressively more demanding relevant work/roles

- Demonstrable management skills
- Experience of planning and progressing work within professional or policy guidelines, using initiative and independent judgement
- A pro-active approach to work and a tenacity to see things delivered within agreed timescales

- Thorough knowledge and understanding of the policy, practices and procedures relevant to the role, which may include broader university/sector/external awareness
- Detailed operational knowledge of systems relevant to the above work (e.g email, Power point, Excel, Visio, Adobe Acrobat)
- Excellent communication skills, both written and verbal
- Excellent interpersonal skills
- Willingness to undertake appropriate courses and other professional development
- Ability to be very flexible about the nature of the work as needs arise
- Proven analytical and problem-solving capability
- Proven communication and interpersonal skills
- Ability to maintain confidentiality