

The University of Manchester

Job Description

Job title:	Digital Support Services Manager
Reports to:	Head of Digital Services
Organisation unit:	University of Manchester Library: Research & Digital Horizons
Date:	January 2021
HERA:	MAPPS-UML-R&DH-DS-C (532, Grade 7)

Overall purpose of the job:

- Working as a member of the University of Manchester Library Research & Digital Horizons directorate management team, the post holder will be responsible for contributing to the strategic and operational activities of the directorate including planning and managing the work of the Digital Support Services team
- The post holder will be based in the Main Library but will be responsible for the support activities and associated digital services of the team at a number of key Library sites
- The main focus of the Digital Support Services Manager will be on the delivery of a customer focused digital support service in addition to the support of a range of library digital technology services. They will be required to manage and develop the Digital Support Services team in providing digital services to Library customers (students, academics and researchers) and all Library staff along with the management, development, support and implementation of new technologies and services in line with organisational strategic priorities
- The post holder will provide professional leadership and management, taking responsibility for the management and development of the team, implementing service improvements and developing common processes based on industry best practice. They will ensure that all associated services are efficient, effective and can adapt to changing circumstances

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 work as part of the Research & Digital Horizons directorate management team; actively participating in the definition, documentation and implementation of departmental operational plans; identifying, assessing and managing any associated risks and ensuring that realistic quality plans are prepared and maintained to provide accurate reports to stakeholders as appropriate
- To proactively seek out potential opportunities for new services and service enhancements with a range of stakeholders
- To recognise the potential strategic application of technology and initiate investigation and development of innovative services and solutions in the role's areas of responsibility

- To manage the overall activity of the Digital Support Services team overseeing their work in providing a customer-focused digital support service and the support of associated library digital technologies and services
- To manage the Digital Support Services Coordinator, overseeing their work in coordinating the operational activities of a frontline support team, the provision of a range of audio visual and advanced digital technologies and contributing to the development of services aimed at supporting and developing digital skills across staff, student and research communities
- To manage second line digital support activity for the technologies and services used by library staff in the fulfilment of their roles
- To manage all members of the team, taking responsibility for their professional development, and managing performance in line with HR guidelines
- To ensure the provision of a high quality and responsive customer-focussed digital support service which is able to efficiently receive and process requests in person, online or via tailored support mechanisms
- To manage a portfolio of customer focused I library digital technologies and services across key Library sites
- To act on behalf of the library to build relationships and ensure close liaison with IT Services, in supporting and maintaining essential service delivery to agreed Library areas, aiming to continuously improve the services provided to our Library customers. This can include problem investigation, identifying solutions, sharing knowledge, generating requests for change, implementing new technologies and services and/or working with 3rd party suppliers
- To ensure the active promotion of the services of the team, identifying potential developments or collaboration opportunities through establishing appropriate academic and administrative networks
- To develop and maintain effective relationships with key stakeholders, suppliers and other appropriate service-related teams across the University to enable effective service provision to customers
- To ensure effective personal and team contribution to project or task teams, in support of the Library's strategic and operational plans, managing assigned projects as appropriate
- To manage the definition, collection and collation of the teams' service specific management information and data through recorded activity and user contact, producing management reports as required
- To continuously review team processes and functions, identifying and implementing enhancements that improve service delivery to customers. To ensure single points of failure are avoided through team approaches or taking a lead in developing new or existing process, systems and services
- 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:

- Experience of managing staff and line managing a team
- Significant experience of providing and managing digital services and customer support functions
- Experience of organising, motivating and managing the performance of a team
- Experience of managing personal and team priorities in line with operational and strategic objectives
- Experience of defining, developing and delivering appropriate service improvement plans
- A proactive approach to providing and improving customer support, delivering continual service improvements that meet current and future demands
- Experience of managing and successfully delivering projects
- Excellent written and verbal communications skills problem solving and analytical skills.
- Experience of using incident reporting and management tools as a way of managing and improving team performance or improving services
- Relevant previous experience, technical knowledge and understanding to manage routine team activities in a digital support and service management environment
- An awareness of emerging and new technologies and how they might be applied to support learning and/or improve services
- Experience of managing and delivering change
- An awareness of and empathy for the needs of students in a Higher Education environment
- A commitment to personal and professional development relevant to the role

Desirable Knowledge, Skills and Experience

- Experience of working in a Higher Education environment
- Possess (or be willing to work towards) a recognised service management qualification, such as the ITIL Foundation Certificate or similar