

The University of Manchester

Job Description

Job title: Head of Digital Services

Reports to: Associate Director Research and Digital Horizons

Organisation unit: University of Manchester Library: Research and Digital Horizons

Date: January 2021

HERA:

Overall purpose of the job:

- To provide strategic leadership for Library's digital services, to ensure the Library provides exemplar digital services to its userbase in support of University strategy
- To manage the technical development of a robust infrastructure to support the digital library service
- To ensure that a high quality and customer-focused digital library service is provided to all users according to their needs and according to the Library's strategic objectives
- To ensure that the Library, as a major international research library, plays a significant role in regional, national and international digital library innovation
- To ensure that the digital library service is professionally managed.

Key responsibilities:

- To provide strategic leadership for the Library's digital services Team, ensuring effective performance and continuous improvement against agreed targets
- To keep policies, procedures, KPIs and staffing within the team under active review recommending and implementing improvements and changes as necessary
- To provide leadership of the Digital Services, through empowerment and by encouraging a culture of innovation. risk-taking, customer service and mutual support
- To contribute proactively to the development and implementation of Library-wide operational planning and initiatives in support of University strategy and Library priorities
- To identify new opportunities for the Library to ensure it remains at the forefront of digital library developments To establish, develop and nurture strategically important relationships both internally and externally to the University, engaging with University, Library and external stakeholders (faculties, the Directorate for the Student Experience, IT Services, Compliance and Risk)
- To lead the implementation of digital library developments across the Library by maintaining an awareness of national and international trends
- To ensure that the Library's digital systems are fully integrated with University systems

- To work closely with the Associate Director Research and Digital Horizons and with colleagues across the Library Exec and Leadership Teams on strategic e-library developments
- To keep policies, procedures and staffing under active review and recommend and implement improvements
- To take an active role in the Directorate Management Team supporting the Associate Director for Research + Digital Horizons 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 represent the University Library at internal and external meetings and to become involved with the work of relevant professional organisations
- To act as deputy for the Associate Director, Research and Digital Horizons as required
- 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 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
 - Sound knowledge of the digital library landscape and likely future trends and developments
 - Significant management experience including staff supervision and motivation, planning and organizing, problem solving, project leadership and matrix management
 - Experience of managing and controlling budgets/resources/funding and a good understanding of financial management procedures

- Experience in managing services, programmes, projects and developments
- Good interpersonal and communication skills in interactions with both technical staff and non-technical end-users
- Excellent liaison and networking skills
- Strong negotiating and influencing skills
- A strong record of taking an innovatory and solutions-based approach to service development
- A strong understanding of the use of, and requirements for, digital library services by students and academic users in a research-intensive university
- Significant experience of change management
- Demonstrable personal and professional commitment to the University's strategic goals, themes and values