The University of Manchester

Job Description

Job title: Research Services Manager

Reports to: Head of Library Research Services and Office for Open Research

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

Date: January 2021

HERA: MAPPS-UML-R&DH-RS-B (532, Grade 7)

Overall purpose of the job:

- Under the direction of the Head of Research Services and Office for Open Research, to contribute to the strategic and operational leadership of Library research services and associated staff and resource management
- To meet University strategic goals by understanding and responding to customer requirements and changes in the wider research environment
- To lead and co-ordinate research support activities across the Library
- To input at a national level into open research and the associated administrative and technical services and initiatives
- To be part of a management team in the Research and Digital Horizons Directorate

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 set and measure operational priorities and targets, aligned with the Library's strategic priorities
- To contribute proactively to the development and implementation of Library-wide operational planning and initiatives in support of University strategy and Library priorities
- To develop effective and efficient customer-centred processes
- To line-manage and develop Research Services Coordinators and Research Services Librarians through training and development, empowerment and performance management
- To contribute to Library and University wide projects and service development through effective communication, negotiation and partnership working
- To prepare and deliver training and learning support as required
- To build relationships with members of the Library Executive and Leadership teams, other service managers and academic and PS colleagues at senior manager/academic research director level

- To understand and meet the needs of academics and administrators and report against service performance to relevant faculty and school committees and other stakeholders
- To ensure compliance with relevant University and external policies
- To maximise awareness, understanding and support through communication, advocacy and training
- To work at a national level where appropriate, in partnership with relevant organisations, to lead initiatives and projects and to take advantage of funding opportunities
- 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:

- Educated to degree level, or equivalent
- Full professional qualification in librarianship or another appropriate qualification, and/or relevant experience at a comparable level
- Academic or professional experience in a relevant environment including a high level of expertise in key service areas
- Staff leadership and management experience
- Excellent interpersonal skills, including ability to build relationships, influence and negotiate
- Excellent written and oral communication skills and ability to present to a variety of audiences
- Project management skills
- Excellent digital literacy including competence across office software applications and expertise with relevant functional software and systems
- Experience of service planning and management, including policy and process development and a proven ability manage change
- Understanding and experience of the needs of academic users in a research-intensive university
- Ability to anticipate challenges and to respond to them creatively and innovatively