

The University of Manchester

Job Description

Job title:	Student Digital Support Co-ordinator
Reports to:	Digital Support Services Manager
Organisation unit:	University of Manchester Library: Research and Digital Horizons
Date:	January 2021
HERA:	MAPPS-UML-R&DH-DS-A (376, Grade 5)

Overall purpose of the job:

- Working as a member of the Digital Technologies & Services team within the Directorate of Research & Digital Horizons, the post holder will be responsible for coordinating the operational activities of the Digital Support Services team and a range of customer focused digital Library technologies and services
- The post holder will be based in the Main Library but will be responsible for coordinating the activities and associated services of the team at a number of key Library sites and may be required to work at any of those sites as necessary
- The main focus of the Digital Support Services Coordinator will be to ensure efficient delivery and support the ongoing development of a frontline, customer service focused digital IT and technology support service. This will include line management responsibility of the frontline support team, overseeing the provision of a range of technologies and services within the teams agreed areas of the Library and the support, development and implementation of new technologies or digital services. They will be responsible for coordinating the development of service improvements, developing processes and ensuring that all associated services are efficient, effective, adapt to changing circumstances and are aligned to operational and strategic priorities

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, actively participating in departmental activities and ensuring the coordination and delivery of associated services
- To coordinate the operational activities of the Digital Support Services team, ensuring the efficient operation and provision of a high quality and responsive frontline student digital

support service which is able to receive and process requests in person or via remote support mechanisms

- To have line management responsibility of the frontline Digital Support Services team, working in areas such as performance management, staff development, contributing to recruitment processes and ensuring the adoption of a customer focused approach at all times
- To maintain a good awareness of new technologies, actively research and coordinate the development and implementation of any new digital services or technologies that the Library and Digital Support Services team may be required to provide and support
- To coordinate the maintenance and support of a range of customer focused digital technologies and services within the teams agreed portfolio and to support appropriate activities of the other Library enquiry and support services
- To coordinate and contribute to the development of services designed to support the digital skills needs of student and research communities via a range of delivery formats, ensuring alignment with operational and strategic priorities
- To maintain close working relationships within Research and Digital Horizons, other Library directorates and IT Services to ensure efficient service delivery
- To work in close liaison with Library Customer Services teams to maintain excellent customer referral mechanisms in support of a frictionless digital support and enquiry process, contributing to and developing service improvements where appropriate
- To coordinate active promotion of the team and associated services, identifying and coordinating the implementation of service improvements
- To keep team staffing arrangements under review, to propose changes to arrangements, as appropriate, to the Digital Support Services Manager, and to implement those agreed
- To provide support to the Digital Support Services Manager in monitoring and challenging service performance, providing management information and statistics as required
- To keep service provision, policies, procedures and service analytics under review to ensure that they are up to date, match customer needs and that any changes are appropriately implemented
- To ensure that both their teams and their own skills remain current at all times through appropriate training and development when necessary
- To undertake any HR activities as needed
- 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 providing and coordinating the provision of frontline, customer focused services
- Ability to supervise, manage and motivate staff
- Experience of providing excellent customer service with a positive and proactive approach to service improvement
- Excellent interpersonal skills
- Ability to take responsibility for own workload and supervising teams' workload with excellent personal time management skills
- Excellent written and verbal communication skills
- Excellent problem solving and analytical skills
- A professional commitment and willingness to work flexibly in contributing to developing and maintaining service standards
- Ability to work under pressure and to prioritise departmental needs
- Experience of managing change
- Experience of working within a project or task team
- Experience of using IT service management tools demonstrating skills in incident recording, tracking, escalation and reporting procedures
- Extensive proven skills to support, supervise and participate in daily team activities which may include:
 - installation, configuration, maintenance and deployment of PCs in a Microsoft Windows workstation environment
 - supporting a broad range of software applications and hardware
 - application specification, configuration and deployment
 - support of remote access technologies such as VPN
 - installation, configuration, maintenance and support of a range of peripherals such as multi-functional printer / scanner devices
 - Audio Visual and advanced assistive technology support
 - Laptop, tablet and mobile device support
- Experience of working with, delivering and supporting new technologies and how they can be used to support teaching, learning and/or improve services
- A commitment to personal and professional development relevant to the role

Desirable Knowledge, Skills and Experience

- Experience of working in a Higher Education environment
- Experience of working within a customer enquiry service in an academic setting
- A good record of personal development
- Possess (or be willing to work towards) A recognised service management qualification such as ITIL Foundation or Service Desk Institute Certification