

Job Title:	Head of Services, Care and Civic Communities
Reports to:	University Librarian and Director of The John Rylands Library
Organisation Unit:	University of Manchester Library: Special Collections
Date:	July 2024
HERA:	MAPPS-UML-SC-C (587, Grade 8)

Overall Purpose of the Job:

- To provide strategic leadership of the Special Collections Exhibitions and Public Engagement team, Visitor and Reader Services teams, Building Care and Collections Care teams and responsibility for the special collections civic communities and partners associated with the AIU RACE Centre
- To support the Director in the vision for The John Rylands Library's role as a civic beacon, University resource and internationally significant cultural institution
- To position the Special Collections Directorate at the leading edge of relevant exhibition, community and collection care policies in order to facilitate outstanding civic and public engagement with University of Manchester research
- To take a strategic role, in partnership with the Director and Head of Collections, Teaching and Research in the management, development and promotion of the outstanding Special Collections of the University of Manchester Library
- To lead the development and implementation of collection care policies and exhibition programmes relating to Special Collections and in partnership with colleagues in The Whitworth and Manchester Museum
- To lead and manage the award-winning team of building care professionals and to play a key role in developing the Library's outreach following the completion of its major 'Next Chapter' building and refurbishment programme
- To provide strategic guidance to the Library's nationally significant Ahmed Iqbal Ullah RACE Centre and to manage the key relationships underpinning it with the Education Trust and Manchester City Council

Key Responsibilities, Accountabilities or Duties:

- To provide strategic leadership of the Special Collections Exhibitions and Public Engagement team, Visitor and Reader Services teams, Building Care and Collections Care teams and responsibility for the special collections civic communities and partners associated with the AIU RACE Centre
- To keep policies, procedures, KPIs and staffing within the teams under active review recommending and implementing improvements and changes as necessary
- To contribute proactively to the development and implementation of Library-wide operational planning and initiatives in support of University strategy and Library priorities
- To take an active role in the Directorate Management Team supporting the University Librarian and Director 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 work closely with colleagues across the Library Executive and Leadership Teams to ensure that the full potential of exhibitions, reader and visitor services, building and collection care and of the RACE Centre teams is realised in order to facilitate world-class research and teaching and learning on the Library's Special Collections
- To establish, develop and nurture strategically important relationships both internally and externally to the University in order to maintain an active awareness of national and international developments relating to Special Collections, and to recommend developments as appropriate
- To support and work with the Head of Collections, Teaching and Research to develop and maintain knowledge of research, teaching and learning in disciplines at the University of Manchester, identify collections with relevance to these disciplines, and actively engage with them in collaboration with Faculty & Student Partnerships
- To contribute to an outstanding visitor experience at the John Rylands Library supporting the University's goal of Social Responsibility
- To curate agreed collections to best practice standards, working closely with Collection Strategies, and to exploit them to deliver outstanding academic and public engagement
- To identify opportunities to innovate, bid for funding and join or lead projects through a well-established network of relationships across the University and externally
- To identify opportunities for national and international collaboration and to promote and represent the Library at appropriate internal and external committees, meetings and events, and to take all opportunities to promote innovation taking place at the University of Manchester Library
- 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
- 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 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 ensure the working environment reflects the University's and Library's values

Person Specification:

Essential skills, knowledge and experience:

- Professionally qualified (librarianship or archive management) and possessing a relevant degree/postgraduate qualification plus significant appropriate management and leadership experience
- Proven leadership abilities, including abilities to identify opportunities and challenges, to initiate and drive through change, to lead, manage and motivate staff, and to address performance issues
- Excellent knowledge and understanding of current and emerging Library and archival trends, and their application and potential in Special Collections
- Excellent interpersonal skills, including ability to build relationships, influence and negotiate
- Proven written and oral communication skills and ability to present and reach a variety of audiences
- Proven experience of project management skills

- Proven digital literacy skills including social media, competence across office software applications and expertise with SC software and systems
- Significant experience of service planning and management, including policy and process development and a proven ability to manage change
- Strong understanding of the motivation and needs of student and researcher audiences in a research-intensive university
- Good understanding of the motivation and needs of public audiences of cultural institutions
- Proven ability to anticipate challenges and to respond to them creatively and innovatively
- Demonstrable personal and professional commitment to the University's strategic goals, themes and values

Desirable skills, knowledge and experience:

- Experience of managing exhibition timescales and programmes
- Experience of managing rare books, manuscripts, archives and/or visual collections within a higher education environment
- Understanding of the higher education environment as it impacts on Special Collections and the University of Manchester Library
- Experience of writing funding bids and seeking philanthropic support within the higher education or cultural sectors