

Job Description & Person Specification

Last updated: 14 July 2021

JOB DESCRIPTION

Post title:	Library Site Manager		
Academic Unit/Service:	Library & Arts		
Faculty:	Student Experience Directorate		
Career pathway:	MSA	Level:	3
*ERE category:			
Posts responsible to:	Customer Services Manager & Enquiry Services Manager MSA 4		
Posts responsible for:	Customer Services and Library staff MSA 2a & MSA 2b		
Post base:	Office-based		

Job purpose
<p>The post holder is responsible for the delivery of a high-quality library service maintaining agreed service standards for users of the library, as well as overseeing the provision and use of study space and facilities, access to print and online resources and making recommendations for service development.</p> <p>The post has a particular focus on the operation of the site library but also contributes to the work of the broader Customer Services team and to the work of other areas as appropriate.</p>

Key accountabilities/primary responsibilities	% Time
1. Line manage direct reports, exercising good people management practices including mentoring, coaching, training, advice and guidance, as necessary. Ensure the right mix of skills and capabilities through continuous professional development, recruitment and performance feedback. Overseeing the work of others (directly or indirectly), providing guidance and coaching relevant colleagues through on-the-job training to help them acquire skills and experience. Actively engage in the appraisal process to create an environment which values achievements, celebrates success, delivers balanced feedback and enables improvement.	25%
2. Oversee the space, equipment and resources using initiative and judgement to identify how to resolve complex problems, through communicating effectively with other library service areas, relevant partners and service users and knowing when to escalate and prioritise problems.	20 %
3. Manage the delivery of responsive front line library services at the library, acting as the initial point of support for referrals and escalated enquiries in line with library policies and procedures; providing advice and information about the services and collections physically located in the site Library referring to specialists where appropriate.	20%

Key accountabilities/primary responsibilities		% Time
4.	Liaise and communicate with users about the operation of the site space, services and collections. Work with the Engagement Librarians responsible for the development of specialist support for students and staff based at the site and with other library colleagues to ensure the effective delivery of resources based at the site.	15%
5.	Support the continuous improvement of services and the wider library service taking a lead on the collection and analysis of appropriate service statistics and management information. Work closely with colleagues and users to manage change and develop services to meet user needs effectively, identifying and facilitating staff training and customer service developments. Prompt and respond to feedback and identify appropriate service improvements.	5%
6.	Contribute to special projects as required, for example, working in themed groups or participating in the implementation of new tools and services.	5%
7.	To actively engage in a range of training and development opportunities and to be an active participant in developing skills and knowledge, engaging with the wider team and the University.	5%
8.	Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships
Departmental and University senior management Other members of the department External customers Relevant suppliers and external contacts Faculties and Professional Services

Special Requirements
<ul style="list-style-type: none"> Occasional requirements to work outside your normal working hours (which may include evenings or weekends) in negotiation with your line manager. Post holders may be asked to work at another campus location to support the delivery of their role and maintain library operations, following consultation with your line manager. Embedding University of Southampton behaviours (see below Embedding Collegiality).

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training. Understanding of systems, including but not limited to enquiry management, finance, integrated library system, reading list systems and relevant third-party systems, such as the Jisc Library Hub.	Relevant degree (or equivalent qualification or experience).	

Planning and organising	Able to plan and organise own work and that of others with minimal supervision. Ability to successfully plan and deliver administrative projects over a period of several months.		
Problem solving and initiative	Able to problem-solve and use initiative to ensure service delivery is robust.		
Management and teamwork	Able to solicit ideas and opinions to help form specific work plans. Able to positively influence the way the team works together. Able to ensure staff are clear about changing work priorities and service expectations. Ability to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required. Cooperative team working and participation in effective team collaborations to meet business need(s) requirements.	Previous experience of successfully supervising staff.	
Communicating and influencing	Proven record of good communication and interpersonal skills		
Other skills and behaviours	Knowledge and understanding of digital systems and approaches to find, evaluate, create, collaborate, and communicate.	Expertise in the use of relevant library systems.	
Special requirements			

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			

## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others