

# Job Description and Person Specification

Last updated: 07/05/2024

## JOB DESCRIPTION

Post title:	<b>Head of Library Collections Management, Technologies and Systems</b>		
Standard Occupation Code: (UKVI SOC CODE)	2132 IT MANAGERS		
School/Department:	Library and Learning Services		
Faculty:	Student Experience Directorate (SED)		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:5	
Posts responsible to:	Associate Director (Collections, Technology and Systems)		
Posts responsible for:	Library Technology Managers, Collection Development Manager		
Post base:	Office-based (see job hazard analysis)		

Job purpose
<p>Lead the Library Technology Team, and Collections Development Team. Provide systems and services to all Library Services teams. Lead horizon scanning for sector leading technical innovation.</p> <p>Manage and maintain existing print and digital collections. Lead the analysis of the collection portfolio for appropriateness, economic and other value, and risk.</p> <p>Develop policy and strategy appropriate to technical innovation and agile collection development, fully aligned with evolving business needs, library, and University strategy.</p>

Key accountabilities/primary responsibilities	% Time
<p>1. Advise the Library Leadership Team (LLT) on new and emerging technologies, collections management, digital trends and industry developments relevant to Library Services operations and goals; provide recommendations and innovative solutions that contribute to Library Services goals, address business needs and further its mission. The role will work at the intersection of operations, technology, and services, and will lead a team that:</p> <ul style="list-style-type: none"> <li>• Create value by enabling the efficient, secure, and reliable discovery and delivery of print and e-resources.</li> <li>• Keeps Library Services digital initiatives moving forward.</li> <li>• Continues to identify and implement performance improvements.</li> <li>• Works effectively and efficiency with the University iSolutions, Finance, Legal and Student Experience directorates, faculty, and third-party vendors and suppliers.</li> </ul>	15 %

Key accountabilities/primary responsibilities	% Time
<p>2. Lead the evaluation and management of print and e-resources, and ensure these resources are proactively managed in collaboration with other Library Services teams. Scope and manage new processes and procedures necessary to translate data into intelligence to support business operations, particularly in collections management. Lead the storage, description, sequencing, access, supply, circulation, deaccessioning and evaluation of print and e-resources.</p> <p>Responsible for writing, development and oversight of policies for collection management aligned with evolving business needs, library and University strategy.</p>	15 %
<p>3. Create and manage technology policies, processes, and standards, including those related to service, security, and disaster recovery to ensure efficient and consistent operations, safeguard of systems and data, and monitor compliance in collaboration with the University iSolutions directorate.</p> <p>Define, plan and implement robust short- and long-term library digital systems strategy, which aligns with the Library Services and wider University strategy and objectives.</p>	15 %
<p>4. Responsible for the leadership, performance management and development of team members, including conducting an annual appraisal to ensure that individual contributions are maximised, and succession plans are in place. Line manages 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. Where appropriate work collaboratively to matrix manage a multidisciplinary team to ensure the delivery of the library strategy</p>	15%
<p>5. Manage and deliver reliable, efficient, and effective technological infrastructure, systems, services, solutions, data and reports to support organisational needs while managing risk and ensuring operational effectiveness.</p> <p>Lead daily library digital operations, service delivery, and up-times in accordance with vendor/suppliers' service level agreements (SLA) and service level definitions (SLD), and key performance indicators (KPIs).</p>	10 %
<p>6. Lead and deliver reliable, efficient, and effective technological infrastructure, systems, services, solutions, data and reports to support organisational needs while managing risk and ensuring operational effectiveness.</p>	10 %
<p>7. Partner with Library Leadership Team and key staff to develop a robust data strategy that supports the overarching library digital strategy and our mission. Partner with iSolutions on the products needed to capture, cleanse, manage, and analyse data (including internal and external data sources, as needed).</p>	10 %
<p>8. Maintain strong relationships with systems and services vendors, perform quality and cost audits, optimise performance, negotiate contracts and manage procurement as needed.</p>	5 %
<p>9. Any other duties as allocated by the line manager following consultation with the post holder.</p>	5 %

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

### Special Requirements

There may be occasions where you are required to work outside of your normal working hours. Examples include attending conferences or other Higher Education Library sector event.

Post holders will occasionally be asked work at various alternative campus locations in Southampton and Winchester to support the delivery of their role.

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of a professional qualification or postgraduate degree.</p> <p>Proven experience of managing outcomes in a specialist field.</p> <p>Proven project and/or people management skills.</p> <p>Able to apply experience and awareness within a specialist field.</p> <p>Able to appreciate institutional priorities and to apply these in managing work outcomes.</p> <p>Understanding of current trends in library collection management and library content supply.</p> <p>Ability to manage procurement within budget.</p> <p>Experience of taking a user-centred approach to implementing a service development.</p> <p>Ability to evaluate library collections, including through the use of data analysis and in close partnership with relevant stakeholders.</p>	<p>Membership of a relevant professional body, such as the Chartered Institute for Library and Information Professionals (CILIP)</p> <p>PRINCE2 or similar project management qualification.</p> <p>Experience of reviewing and implementing complex systems.</p> <p>Experience of participating in regional or national business collaborations.</p>	
Planning and organising	<p>Able to plan and manage major new projects or significant new activities, ensuring plans complement broader organisational strategy.</p> <p>Able to support teams and stakeholders in the design and delivery of new product and service initiatives.</p> <p>Experience of supporting new initiatives from scoping to business-as-usual delivery.</p> <p>Experience of providing project management expertise.</p> <p>Able to lead the selection of new systems, technologies, and vendors, including vendor selection, contract</p>		

	<p>negotiation, issue resolution and project delivery.</p> <p>Exceptional organisational and time management skills, and the flexibility to adapt quickly to change.</p>		
Problem solving and initiative	<p>Able to identify broad trends to assess deep-rooted and complex issues.</p> <p>Able to apply originality in modifying existing approaches to solve problems.</p> <p>Ability to operate with curiosity to establish the root of business problems, ensuring that solutions are grounded in relevant institutional strategy.</p>		
Management and teamwork	<p>Able to manage team dynamics, ensuring any potential for conflict is managed effectively and creating a high performing team.</p> <p>Able to formulate personal and team objectives and development plans for own staff to meet current and future skill needs.</p> <p>Able to provide expert guidance and advice to colleagues to resolve complex problems.</p> <p>Able to participate in senior leadership teams, contributing to decision making. This includes giving briefings and presentations and making positive contributions to professional debates.</p> <p>Experience of evaluating team structures in order to maximize productivity, including through matrix management arrangements.</p>		
Communicating and influencing	<p>Able to persuade and influence in order to foster and maintain business relationships.</p> <p>Able to resolve tensions and difficulties as they arise.</p>		

	Able to communicate effectively and persuasively at many levels and for different target audiences.		
Other skills and behaviours	Able to gain an understanding of a business organisation and the potential evolution of its business.		
Special requirements	Demonstrate Southampton University behaviours (Appendix 1. Embedding Collegiality – see below).		

## 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 (e.g.: 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