# JOB DESCRIPTION

**Assistant Director: Operations and User Services**  
Vacancy Ref: A1891

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Assistant Director: Operations and User Services</th>
<th>Present Grade:</th>
<th>9</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>Library Services</td>
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<td>Directly responsible to:</td>
<td>Director of Library Services</td>
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<td>Supervisory responsibility for:</td>
<td>x2 Assistant Librarians (g8); x1 Assistant Librarian (g7); x1 Library Space and Services Manager (g7); x1 Departmental Officer (g5)</td>
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**Other contacts (indicative list only)**

**Internal:**
- Assistant Director: Academic Services
- Assistant Director: Digital Innovation and Research Services
- Academic staff
- Students (individually or as SU Reps)
- Head of Faculty IT plus other members of ISS Leadership team as appropriate
- Estates Development Manager plus other members of Estates Leadership Team as appropriate
- Service Business Partners (HR, Finance etc.)

**External:**

Regionally:
- NoWAL (e.g., Senior Staff Group)
- Northern Collaboration
- NEYAL

Nationally/Globally:
- SCONUL (including sub-groups)
- UKSG
- JISC Collections (including working groups)
- Purchasing consortia
- Academic publishers
- Alumni
- Overseas partners and campuses

**Major Duties:**

**The Role**
- The post holder is a member of the Library Leadership Team responsible for directing, developing and overseeing Library strategy, policy and planning, ensuring alignment with Lancaster University’s strategy to become an institution that is globally significant.
- The post holder leads the strategic development of the operational and service areas, ensuring the Library’s performance in these areas is excellent and commensurate with the strategic objectives of Lancaster University.
- The post holder will deputise for the Director of Library Services as required.

**Key Responsibilities**
- Leads on the shaping, review and delivery of the Library’s action plan for Operations and User Services team, ensuring effective quality and continuous improvement by setting strategic objectives, developing service standards and KPIs, working collaboratively with other Library teams and other stakeholders (e.g. ISS, Facilities, HR and Finance) to ensure co-ordination for effective development and service delivery.
- Directly manages the Library’s non-pay budget to maximise the provision of information resources to support the University’s teaching and research (currently 93% of non-pay spending) and to minimise the running costs associated with their delivery (currently 7%). Ensuring compliance with University financial regulations and procurement rules, monitoring financial outturn based on analysis and benchmarking, providing specialist input to financial forward planning based on expert knowledge of changes in academic publishing and the licensing of information and content in a complex and challenging funding environment.

- Manages 5 individuals directly and more than 25 FTE indirectly (via intermediate line managers), to ensure their recruitment, induction, training, and performance are targeted towards the effective delivery of the Library’s services to its users.

- Manages the acquisition, licensing, linking, processing and integration of information resources to ensure their timely and effective delivery to staff and students of the University.

- Negotiates, leads and develops approaches to provide information in support of partnerships, particularly formal agreements (e.g., with overseas partners, associate colleges, NHS and alumni)

- Manages the Library’s facilities and services to users to ensure intuitive, timely and effective delivery of digital and physical content, through self-service supported by an enquiry service.

- Leads or participates in cross-university strategic projects with academic faculties and/or other professional service areas bringing specialist knowledge to such developments.

- Manages staff development within the Library; designing and evaluating in-house training programmes to meet strategic priorities and identifying external training as required.

- Monitors and supports HR practices and policies within the Library.

- Manages the Library building, in conjunction with Facilities, to ensure that study spaces and physical resources are safe, secure, accessible, adequately maintained and fit for purpose.

**DECISION MAKING**

- Responsibility for the Library’s operations and user services, including prioritisation, implementation, delivery and cost-effectiveness.

- Responsibility for the planning, phasing and outturn of the Library’s non-pay budget, and its targeting towards the optimal delivery of information resources to support the University’s teaching, learning and research.

- Responsibility for the recruitment, induction, training, and performance of staff engaged in Library operations and services, and the effective delivery of services to Library users through their activities. Role as chair or member of appointment panels.

- Responsibility for the efficient acquisition and integration of information resources to ensure the most effective choice of products and formats to support the University’s teaching, learning and research.

- Responsibility for the Library’s facilities and front-line user services, including decisions on implementation, prioritisation and cost-effectiveness.

- Responsibility for Library compliance with appropriate legislation (e.g., General Data Protection Regulations)

**Special Requirements**

- Demonstrate commitment to the values of the Library;
  - Library users are at the heart of everything we do
  - Information gains value when it is shared
  - Inspiring and collaborative environments promote effective learning and research
  - Investing in our development is the key to delivering excellence for others
  - Effective service delivery requires responsible management of University assets and resources

- Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development of self, for staff in the Operations and Services team and the wider Library - and support University developments in this area of work.

- Demonstrate commitment to equality and diversity.

- Fulfil the responsibilities for employees and managers as set out in the University Health and Safety policy and procedures.