

Job pack



Message from the President and Principal

Thank you for your interest in this role and in Queen Mary University of London. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history.

Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented.

Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research.

The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential.

I look forward to welcoming you to our unique University and working with you to realise our ambitions.

Professor Colin Bailey, President and Principal

Our strategy 2030

In 2019, Queen Mary University of London launched a bold new Strategy with the vision to open the doors of opportunity. By 2030, we will be the most inclusive university of its kind, anywhere. We are doing this by building on our existing cultural diversity to create a truly inclusive environment, where students and staff flourish, reach their full potential and are proud to be part of the University. Continuing our long tradition of commitment to public good, we will generate new knowledge, challenge existing knowledge, and engage locally, nationally and internationally to create a better world.

We have five core values that will help us to reach this goal:

We are **inclusive**, supporting talented students and staff regardless of their background, and engaging with our local and global communities.

We are **proud** of the difference we can all make when we work collectively.

We are **ambitious**, fostering innovation and creativity, disrupting conventional thought, and responding with imagination to new opportunities.

We are **collegial**, promoting a strong community through openness, listening, understanding, co-operation and co-creation.

We are **ethical**, acting with the highest standards, and with integrity, in all that we do.

To enable our staff to flourish and to reach their full potential throughout their employment at Queen Mary, we offer a range of benefits:

Staff benefits

- Annual leave – the full-time annual leave entitlement is 30 working days (not including bank holidays).
- [Season ticket loan scheme](#)
- [Pension scheme](#)
- [Reward and recognition schemes](#)
- [Staff Networks](#)
- [Cycle to work scheme](#)
- [Qmotion sport fitness centre](#)
- [Employee Assistance Programme](#)
- [Family friendly policies](#)
- [Flexible working practices](#)
- [On-site day nursery](#)

Job description

Job details	
Job title	Library Manager (Enquiries)
Department	Student Library Frontline Services, Library Services, Student & Academic Services Directorate
Reports to	Head of Frontline Services
Grade and salary	Professional Grade 5, £38,655 - £45,479 per annum
Hours per week	Full-time
Appointment period	Indefinite
Current location	Mile End and Whitechapel
Work activity type	Admin/Operational/Technical and Support

Job context

Library Services is a major part of the Student and Academic Services Directorate, with libraries and study spaces located at three of Queen Mary’s campuses, responsibility for the university archives, and with a strong online presence.

Library Services is rapidly evolving and building a culture of diversity, service excellence and continuous improvement commensurate with the vision and mission of an ambitious and rapidly growing university which excels in teaching, learning and research, while retaining strong links to the local community in the East End of London. Library Services comprises four teams which work closely together: Library Frontline Services; Library Teaching & Learning Support; Library Resources & Collections and Library Research Support.

The Frontline Services team works across three campuses in London (at Mile End, Whitechapel and West Smithfield), so regular travel between sites is required for this role. Team members, including the post-holder, cover service points on a rota basis during Library Staffed Hours, which currently include weekdays from 08:00 to 20:00 and weekends from 11.00 – 18:00, including university vacations. Overnight cover during periods of 24/7 opening is provided by a contract security company.

Frontline Services comprises three sub-teams: Enquiries; Environment and Circulation.

This post is within the Enquiries sub-team, which has a focus on understanding and meeting the needs of a wide range of library service users and visitors, efficiently referring them to other teams where this is appropriate. The team seeks to provide a friendly, high quality experience with every interaction, and constantly develops new ways to make library services more accessible for our diverse Queen Mary community, and beyond.

Main duties and responsibilities

The post holder has specific responsibility for:

- Overseeing the Welcome Desk rotas
- Direct line management of a team of 2-3 Library supervisors and overall responsibility for 5-10 Library Assistants
- Ensuring that all Frontline Services staff consistently present a friendly and welcoming demeanour, and are able to demonstrate accuracy, responsiveness, empathy and judgement when dealing with enquiries in person, online, by email and over the telephone
- Providing a rolling programme of training, so that all Frontline Services staff have the knowledge and interpersonal skills to cope well in a fast-paced environment, where service users have high expectations and library services are constantly evolving

- Ensuring that all staff working at service points have the ability to assist users in gaining access to the full range of resources at Queen Mary and other academic libraries
- Developing a proactive culture in which all Frontline Services staff are encouraged to learn independently about the range of library resources, collections, spaces and services so that they are able to suggest these to students at the point of need and/or refer enquiries appropriately
- Collaborating closely with student groups, academic departments, the Advice & Counselling Service, Academic Registry, and the Library Teaching & Learning Support Team to develop student-facing services, and to manage exceptional cases as the need arises
- Developing library resources, services, policies and procedures to support a diverse range of user groups, including disabled users, alumni and external visitors
- Fully supporting the aspirations of the university through agile and innovative service delivery
- Reporting to the Head of Frontline Services, providing regular summaries of project and service delivery and team activity

This is a dynamic role in a changing and improving environment with opportunities to demonstrate initiative and professional innovation, combined with a hands-on approach to service improvement. The post holder will encourage, support and inspire others towards a positive and committed approach to service delivery.

The post holder devolves responsibility to Library Supervisors and Library Assistants as appropriate, and manages the Welcome Desks to provide a safe, consistent, inclusive and professional service across Queen Mary sites, ensuring that staff are deployed effectively to match peaks and troughs in demand. The post holder identifies best practice and ensures that relevant policies and procedures are available to staff at point of need, and that these are kept updated.

Qualitative and quantitative feedback mechanisms are key to shaping the services, and the post holder ensures that enquiry and other service use metrics are captured consistently, providing reports that evaluate the metrics and provide useful insights for incremental service improvement. The post holder participates in the development of new methods for gaining insight into the needs of service users, in collaboration with colleagues across Library Services and in other institutions. A strong awareness of student experience and student voice in higher education is required in this role.

The post holder line manages the Library Supervisors and Library Assistants working within the Enquiries sub-team, overseeing their professional development and providing one-to-one and team meetings, in order to provide excellent service to students and all library users and to embed constructive, collaborative ways of working.

The post holder works very closely with the Head of Frontline Services to embed a culture of excellence. They contribute to service level definitions in the area of Enquiries, ensuring that formal and informal feedback is captured and evaluated. The post holder also works closely with other Library Services teams to provide a service that is friendly, efficient and seamless at the point of need.

The post holder writes and updates team remits and policy in their area of responsibility, with clear explanations of decision-making boundaries for each level of seniority. They lead purposeful regular team meetings and update professional development for team members in this area.

The post holder works with the Library Supervisors to provide individual remits, good quality standard emails and point of need guidance notes for team members. They work collaboratively with the team to provide a high standard of communication and handouts. They ensure staffing is resilient through a pairing system. They work collaboratively with other Library Managers to design cross training for the one-stop Welcome Desk service.

The post holder has Duty Management responsibility in rotation with other team members during Library Staffed Hours, collectively ensuring the safe and consistent opening of the buildings and study spaces managed by Library Services in a 24/7 context, using existing policies and procedures to deal swiftly with any contingencies as they arise. The post holder shares collective responsibility for ensuring a calm environment for study and research across all libraries and study areas, and may be called upon to support colleagues in managing difficult behaviours from time to time.

People Management

- Line management of a team of staff, including recruitment of new staff, providing inductions, probation meetings, annual appraisals, regular team meetings, monthly 1-1 meetings and pastoral assistance as needed
- Motivating team members through effective objective setting, clear definition of job roles, and communication of the Library Services Annual Plan and the Library Services Strategic Plan
- Supporting the Library supervisors in addressing any staff performance issues as they arise, in consultation with the Human Resources partner as appropriate
- Working closely with the Library supervisors to identify training needs, designing and delivering on-the-job training and in-house training, and requesting external providers as needed
- Ensuring that the team is on track to meet its objectives, working closely with the Library supervisors and other Library Managers to balance day to day service delivery, contingencies and longer term preparatory and project-related tasks

Operational Delivery

- Acting as Duty Manager in rotation with others, assisting with second line enquiries about resources, borrowing, inter-lending, membership, library facilities and study environment, and dealing with any unexpected contingencies quickly and calmly, so as to ensure the health and safety of staff and service users at all times
- Dealing in person with third line feedback and contingencies relating to the area of responsibility
- Setting meaningful standards for Enquiries procedures and ensuring that these are met, seeking to understand and address any shortfalls in collaboration with team members
- Ensuring that enquiries, comments and complaints from service users receive appropriate and timely responses and are documented consistently
- Ensuring that all communications relating to the service area (including electronic, verbal and written) are factually consistent and correct, and of a standard appropriate to a leading academic institution
- Ensuring that policies and procedures relating to the service area are appropriate and up to date
- Overseeing and keeping on track preparatory work for the main milestones in the academic year, leading short-term working groups if needed
- Assisting the Head of Frontline Services to plan and track expenditure in the service area, helping to ensure that Library Services budgets are used effectively
- Representing the Library Services Department at meetings elsewhere on campus from time to time
- Participating in the staffing of the Welcome Desk on a regular basis
- Managing requests for work placements across library services
- Applying a good working knowledge of data protection as and when needed

Analysis & Project Management

- Ensuring that service delivery and service planning in the areas of responsibility is informed by the needs of the students and current student learning behaviours by developing qualitative and quantitative methodologies for capturing relevant feedback and usage metrics and identifying trends
- Leading on medium to long term projects and acting as critical friend for smaller scale projects being led by Library Supervisors
- Working collaboratively to ensure that the Library Services Platform is fit for purpose in design and delivery, and that new functionality is used effectively to improve processes and services
- Working closely with the Head of Frontline Services to write and present business cases to the Library Management Group, where recommendations for service improvements have a wider impact on Library Services finances, staffing or service levels
- Providing a short monthly infographic report for the Library Management Group, together with synthesised information on any decisions requested from the Group

Awareness & Self-management

- Developing an excellent understanding of recent developments and sectoral good practice in the area of responsibility
- Demonstrating a positive, committed and forward thinking approach that provides an excellent role model for team members
- Taking a proactive approach to personal professional development

Relationships

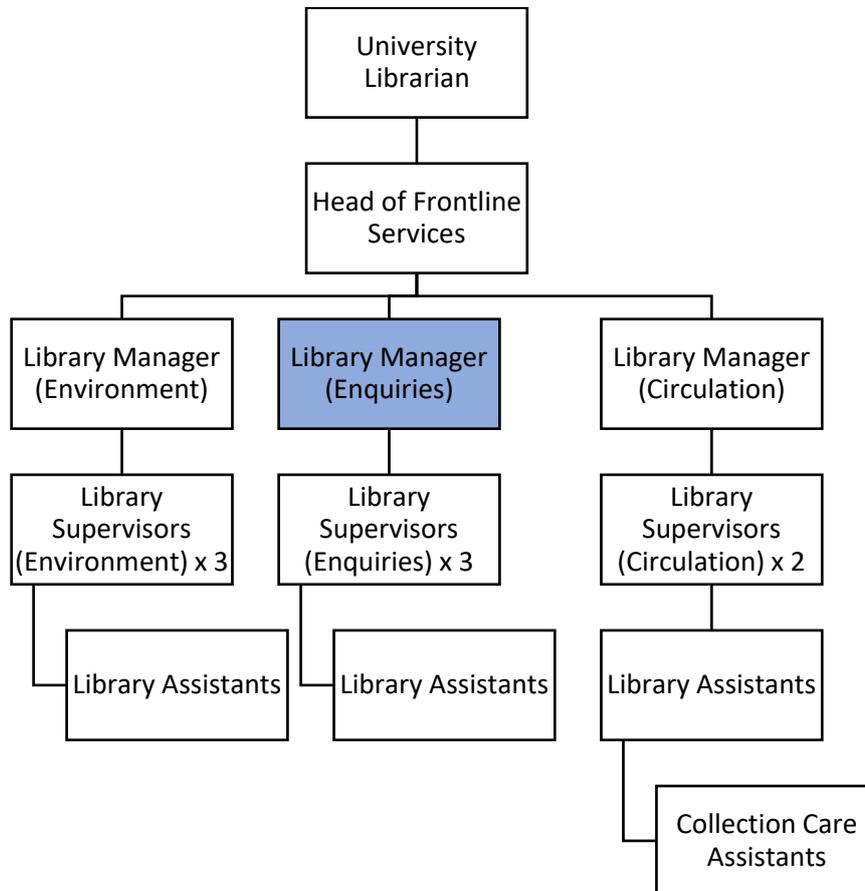
- Building positive relationships with groups of service users in a busy, high pressure environment - balancing the requirements of different user groups with the needs of a shared library service
- Supporting creativity, encouraging innovation and helping staff to learn from experience and incrementally improve services in an environment built on honesty and trust
- Collaborating productively with colleagues across Library Services, leading and contributing to cross-service tasks and working groups, and exchanging information as and when needed
- Liaising with departments across the university, taking the initiative to investigate and resolve problems between individuals and teams as and when they arise, seeking to improve cross-university processes to help foster seamless service delivery at the point of need
- Ensuring that communication structures for staff, e.g. one to ones and team meetings, are used productively and in support of the aims of the service
- Relating to colleagues and team members in a way that supports both their individual wellbeing and the successful delivery of services for the university community, in line with Queen Mary Dignity at Work guidance and good practice
- Actively supporting a team culture that is positive about rapid and constant change in the pursuit of continuous improvement.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

Organisation Chart



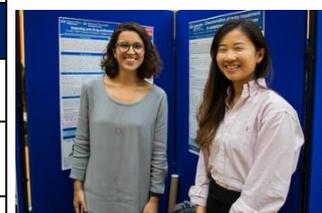
Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.

Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
Educated to first degree level (BA, BSc or equivalent)	E	
Postgraduate degree in Library and Information Science or a related discipline, or extensive relevant work experience at progressively higher levels	E	
Experience/Knowledge		
Substantial experience of working within Academic Library Services with an understanding of the different user groups	E	
Substantial experience of working in frontline library services		D
A good working knowledge of the full range of library information resources from print, multimedia and online to unique and distinctive closed access collections.	E	
Knowledge and understanding of recent developments and good practice in the area of Enquiries / Library User Services	E	
Experience of using Library Management Systems for frontline purposes	E	
Experience of producing metrics from Library Management Systems and automated enquiry logs		D
Experience of successfully managing projects	E	
Experience of monitoring budgets		D
Experience of role modelling and encouraging collaborative working across and between teams	E	
Experience of leading successful service improvement initiatives		D
Experience of managing staff, setting and reviewing objectives, identifying training needs and managing performance	E	
Knowledge and understanding of good practice in health and safety in a busy service environment	E	
Skills/Abilities		
Able to work independently, as well as within teams and with a range of professional colleagues in different departments	E	
Able to manage own workload, identifying priorities and organising time to meet objectives and deadlines in a multi-tasking environment	E	
Excellent communication skills, both oral and written	E	
Excellent IT skills including MS Word and Excel	E	
Ability to liaise effectively with different user groups	E	



Able to clarify, communicate and resolve complex problems	E	
Able to perform well under pressure	E	
Other		
Strongly user focussed, with a commitment to excellent service and continuous improvement	E	
Commitment to supporting and enhancing diversity in education and the workplace	E	
Able to participate in a Duty Management rota across the full range of Library Staffed Hours	E	

The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be asked to bring their passport or another acceptable [form of evidence](#) to verify their right to work.

Visa Sponsorship

For those who do not have a right to work in the UK, the University is a UKVI licensed sponsor and is able to issue a Certificate of Sponsorship (CoS) to successful candidates who are offered skilled roles and meet the eligibility criteria. The CoS enables candidates to apply for a Skilled Worker visa. Further information on the Skilled Worker visa can be found via: www.gov.uk/skilled-worker-visa

Global Talent Visa Route

The Global Talent visa is an alternative route to sponsorship, directly applied for by the applicant. It is open to those wishing to work in the UK and who are a leader or potential leader in the fields of academia or research, arts and culture, and digital technology. Further information on the Global Talent Route can be found via: <https://www.gov.uk/global-talent>

For [additional](#) information on both visa sponsorship and non-sponsorship [visa](#) routes, please visit the UK Visas and Immigration website: <https://www.gov.uk/browse/visas-immigration/work-visas>

Academic Technology Approval Scheme (ATAS)

Academics and Researchers applying for Skilled Worker visas and Sponsored Researchers applying for Government Authorised Exchange visas who will be undertaking research activities, at PhD level or above, in the one of the [ATAS listed subject areas](#) will be required to obtain an ATAS certificate before they can apply for a visa to work in the UK.

Exemptions will exist for nationals from the EEA, Australia, Canada, Japan, New Zealand, Singapore, South Korea, Switzerland and USA and those applying for Global Talent Visas. For further information on this, please visit the UK Visas and Immigration website: <https://www.gov.uk/guidance/find-out-if-you-require-an-atas-certificate>



Equal Opportunities

Queen Mary University of London is a Russell Group University with a difference. Our vision is to be recognised across the world as the most inclusive research-intensive University. We will strive to achieve that goal.

To all the communities at Queen Mary, inclusivity is key to who we are and to achieving all our ambitions.

We are a multi-faculty institution teaching undergraduates and postgraduates across all the major disciplines. We offer more than 280 undergraduate courses. We have world-leading research across disciplines and were ranked 5th in the UK in the last Research Excellence Framework (REF) for the quality of our research outputs, and continually challenge ourselves to ensure we have an environment where everyone feels included and can flourish.

We are very proud of our teaching and learning and were awarded a 'silver' in the Teaching Excellence Framework (TEF) (2016-17). We are also deeply embedded in the local community and were the first UK University to be awarded an Engage Watermark Gold award for public engagement by the National Coordinating Centre for Public Engagement.

Unlike many other Russell Group universities, we attract a very diverse student population. Of our 25,000+ students, over 30 per cent are from non-EU overseas countries, and 9 per cent are from the EU. Our international students are drawn from over 160 countries. 90 per cent of our home students are from state schools, 59 per cent are Black Asian Minority Ethnic (BAME), 42 per cent are the first in their families to go into higher education and over 30 per cent are from households where the household income, as assessed by Student Finance England, is less than £15,000.

We attract a lot of local students, owing to our strong relationships with schools in the surrounding boroughs, coupled with a strong reputation for inclusivity. 37 per cent of our students commute to our campuses daily. Our staff body is also diverse and is drawn from over 162 countries.

Inclusivity is one of our fundamental core values at Queen Mary: it is intrinsic to who we are. Our diversity of cultures and backgrounds is key to the vibrancy of our community and to the knowledge and ideas we are able to generate and pass on; without that diversity, we would not be who we are. We are extremely proud that we attract such a diverse staff and student body, and are fully committed to providing an environment where everyone is supported to flourish and fulfil their potential, irrespective of their background.

To be truly inclusive requires sustained, proactive, hard work, and we know there are areas where we have work to do. Our core objectives are focused on reducing the BAME attainment gap and increasing the proportion of female and BAME staff at the higher grades, both for academics and for Professional Services. We are looking to see how we can 'hard-wire' inclusivity throughout all our policies and practices: we do not see this work as belonging to one team or unit, but rather as being embedded in all that we do.

Being inclusive makes us better at everything we do, it improves our daily lives and the delivery and impact of our work.

EDI Initiatives

Queen Mary is committed to advancing Equality, Diversity and Inclusion (EDI) and champions a number of EDI initiatives across the University. Queen Mary holds a Silver Institutional [Athena SWAN](#) award for advancing gender equality, and is also a [Stonewall Diversity Champion](#) and commits to advancing LGBTQ+ inclusion by submitting to the [Stonewall Workplace Equality Index](#). We also offer a number of development programmes including [Springboard](#), [Aurora](#) and [B-Mentor](#). We are committed to championing EDI relating to all protected characteristics and other underrepresented and marginalised groups under the Equality Act 2010. We offer 'Introducing Inclusion' training for staff to give them an understanding of EDI related issues and provide them with the tools needed to champion inclusivity and embed best inclusive practice in all the work they do. EDI is built into everything we do at Queen Mary, and is championed through a well-established governance structure. If you are interested in learning more about Equality, Diversity and Inclusion at Queen Mary and how to get involved then please contact hr-equality@qmul.ac.uk.

Flexible working:

Queen Mary is proud of the diversity of its staff and students. We encourage inclusive practices in everything that we do, to ensure that everyone who works here feels valued and enabled to have a positive working experience. We are therefore open to considering applications from candidates wishing to work flexibly, balanced against business need. Our [Flexible Working Policy](#) includes examples of some of the flexible working arrangements that could be considered. If you feel that this is something that may be of benefit to you, please do ask.

Family Friendly Policies:

Queen Mary recognises the commitments that staff have to their family and the importance of work-life balance. To support this Queen Mary offers a range of [family friendly policies](#) with enhanced rates of pay available for family-related leave, following a qualifying period of service.



General Information

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place

