Job Description

Job Title:	Library Learning and Engagement Team Leader
Department:	Student Services
Reports to:	Library and Wellbeing Manager
Grade:	SO3
Staff Group:	Support
Job Purpose:	To maintain operational lead of Library services across multiple sites and to manage and support Library Learning and Skills Officers and Library Student Support Assistants.

Main Tasks and Responsibilities	
1	To line manage, lead and support a library team consisting of Library Learning and Skills Officers and Library Student Support Assistants. To include performance management, absence management and professional development.
2	To facilitate day-to-day operational coverage of library services across 4 key library sites, managing staffing resourcing.
3	To manage, develop and maintain the Library Management System ensuring that all learners have access to borrowing.
4	To manage and be responsible for key processes including tracking library usage data, including borrowing, 1:1s and delivered sessions and submitting these to management as required.
5	To be responsible for maintaining and enhancing access to online resources both on and off college campuses, including liaison with service providers and IT Services to ensure issues are proactively dealt with and that authentication mechanisms function smoothly.
6	To maximise the use of library resource spending, ensuring appropriate resourcing is in place for college wide courses.
7	To support and maintain partnerships with external stakeholders to support learner access to resources.
8	To lead and participate in the provision and development of study skills support across all sites in line with student and staff feedback.
9	To be responsible for managing and overseeing invoicing for overdue borrowing and escalating to the college's credit control team where necessary to pursue replacement charges.
10	To ensure all library data is up to date and compliant with the Data Protection Act and agreements with partner institutions
11	To attend meetings to provide technical expertise on library systems when working with key stakeholders on matters of common concern or service development.
12	To liaise with teaching colleagues across college to ensure appropriate prioritisation of support provisions.
13	To lead on capturing, analysing and responding to student feedback, strengthening learner engagement and commitment to student voice.
14	To coordinate student engagement activities, support student representatives and ensure that student feedback informs service improvement and decision-making across Student Services.
15	To provide operational cover within the library service when required.
16	To deliver and participate in CPD activities, including delivering training and running staff meetings.

General Responsibilities

1	To carry out responsibilities, commensurate with your position, as defined within the following policies and procedures: • Equal Opportunities • Health, Safety & Welfare • Child Protection • Data Protection • Risk Management
2	To undertake any other similar duties of this level as required by the Manager, Vice Principal and/or the Principal

Our Ways of Working at City College Norwich	
Kind and Curious	Treating others how you would like to be treated, and always looking for a positive solution to every problem that arises
Open and Informative	Communicate the right information, to the right audience, at the right time, in the appropriate manner.
Respectful and Fair	To be fair, tolerant, supportive, offer impartial advice and listen to others, regardless of their background.
Collaborative and Inclusive	Promote a collaborative and inclusive culture where leadership, teamship and followship are fully integrated, acting as a role model and demonstrating a high degree of commitment, belief and pride in the College and the College's vision.
Consistent and Responsible	Proactively take responsibility to deliver an outstanding service. Actively seek to support others.

Person Specification

Job Title	Library Learning and Engagement Team Leader	**Location**	City College Norwich
Department	Student Services	**Grade**	SO3
Reports to	Library and Wellbeing Manager	**Post Reference**	

Criteria		How Assessed? Application (A) Interview (I) Task (T)
Qualifications / Education / Training		
1. Qualified to at least level 3, preferably degree level	E	A
2. A Level 3 or above qualification in a management related qualification; or willingness to working towards achievement within 2 years.	D	A
3. Chartered member of CILIP or willingness to attain	D	A
Experience		
1. Recent, relevant experience of successfully managing or leading a team working in a support setting.	E	A,I

2. Experience of managing technical aspects of a library management system.	E	A,I
3. Experience of developing a service to meet customer needs.	E	A,I
4. Experience of developing the skills within a team in line with strategic objectives and future student requirements.	E	A,I
5. Evidence of substantial knowledge and experience in a library setting, ideally in Education.	E	A,I
6. Experience of working to an agreed resourcing budget and assessing purchasing and subscriptions based on need.	E	A,I
Skills, Knowledge and Level of Competency		A,I
1. Ability to manage the development of a staff team and ensure consistent and high standards of practice and efficient use of resources.	E	A,I
2. Ability to support with training and development of a team.	E	A,I
3. A smart worker, with the ability to use systems and technology, to effectively and efficiently undertake the role.	E	A.I
4. Able to produce management reports and attend meetings on behalf of the Library Service as required.	E	A,I
5. Solutions provider, focused on outcomes and able to work on own initiative.	E	A,I
6. Commitment to and promotion of safeguarding the welfare of children, young people and vulnerable adults and an understanding of the safeguarding practices applicable to working within a College.	E	A,I
Personal Qualities		
1. Self-motivated and be able to motivate and lead others.	E	A,I
2. A proactive approach to supporting students and the ability to use own initiative and take responsibility with minimum direction and supervision.	E	A,I
3. Persistent and resilient approach to work	E	A,I
4. Enjoys working collaboratively and seeking collaborative opportunities	E	A,I
5. Committed to student success and supporting students to fulfil their potential	E	A,I
6. Continuously improving and commitment to own and library team personal and professional development	E	A,I
7. Highly effective organisation skills	E	A,I
Other (e.g., constraints)		
1. Required to work some evenings and/or Saturdays on a rota basis	E	A,I
2. Occasional unsociable hours	E	A,I
3. Ability to drive and access to transport as the role will involve working at alternative campuses	E	A,I