

## Highlands College Library Team Leader

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**Department:** Children, Young People, Education and Skills

**Section:** Highlands College

**Reports to:** Head of Department

**JE Ref:** CYP1192

**Grade:** CS08

**JE Date:** 13/12/2023

### Job purpose

To provide leadership and guidance to a team, including responsibility for developing and delivering Highlands College library, study skills and research services (information/resources/activities).

This post will enable the team to meet its objectives and service level agreements, thereby ensuring a consistently high level of library service across the college.

To oversee key library and study skills events and activity, liaising with both internal staff, students and Jersey town library to align complimentary service offers.

### Job specific outcomes

Provide direction, leadership and development for all employees of their team to deliver agreed SLAs and meet customer satisfaction standards.

- Responsible for managing team and individual performance, including carrying out performance reviews and agreeing development plans, in order to reach organisational objectives.
- Responsible for developing and delivering a broad range of library services aligned with the colleges LRC strategy and overseeing the effective management of relevant resources and activities thereby meeting the library's strategic objectives.
- Promote college library services through a variety of activities including presentations, displays, inductions, study gap sessions for research skills, e-library demos, and similar work which will enable increased up-take of services.
- Accountable for ensuring effective systems and processes are adhered to, and where gaps exist, take responsibility for making recommendations that establish new ways of working, thereby making it easy for students and staff to access services.
- Accountable for establishing and reviewing LRC service standards and quality assurance processes.
- Responsible for implementing, reviewing and promoting high quality LRC services in line with CILIP standards and best practice in FE and HE library and information skills services.
- Develop effective working relationships with internal teams and Jersey town library, to ensure a joined-up approach in delivering services.

- Implement systems and processes to ensure all customers are able to access the libraries services and obtain the information and support they need.
- Analyse performance data and make recommendations to management that contribute towards the development and implementation of the library's strategy and objectives, embracing a culture of continuous improvement.
- Act as a point of escalation to support team members managing complex customer requests e.g. licence/subscription/order enquiries, by doing so, ensure requests are dealt with.
- Responsible for Health, Safety, Wellbeing and Business Continuity within the team to fulfil corporate requirements and ensure college and jersey states legislation is complied with fully.
- Responsible for administrative management of library resources and subscriptions.
- Responsible for library data/service reports for internal quality assurance meetings and UCJ partnership meetings.
- As directed by the Head of Department, ensure that other administrative processes necessary for the smooth running of the library service are properly administered and regularly reviewed.
- To undertake any other general tasks for the good and benefit of the College, its students and staff as directed by the departmental HODS and Team Leaders which are relevant to the role.

### Statutory responsibilities

GDPR.

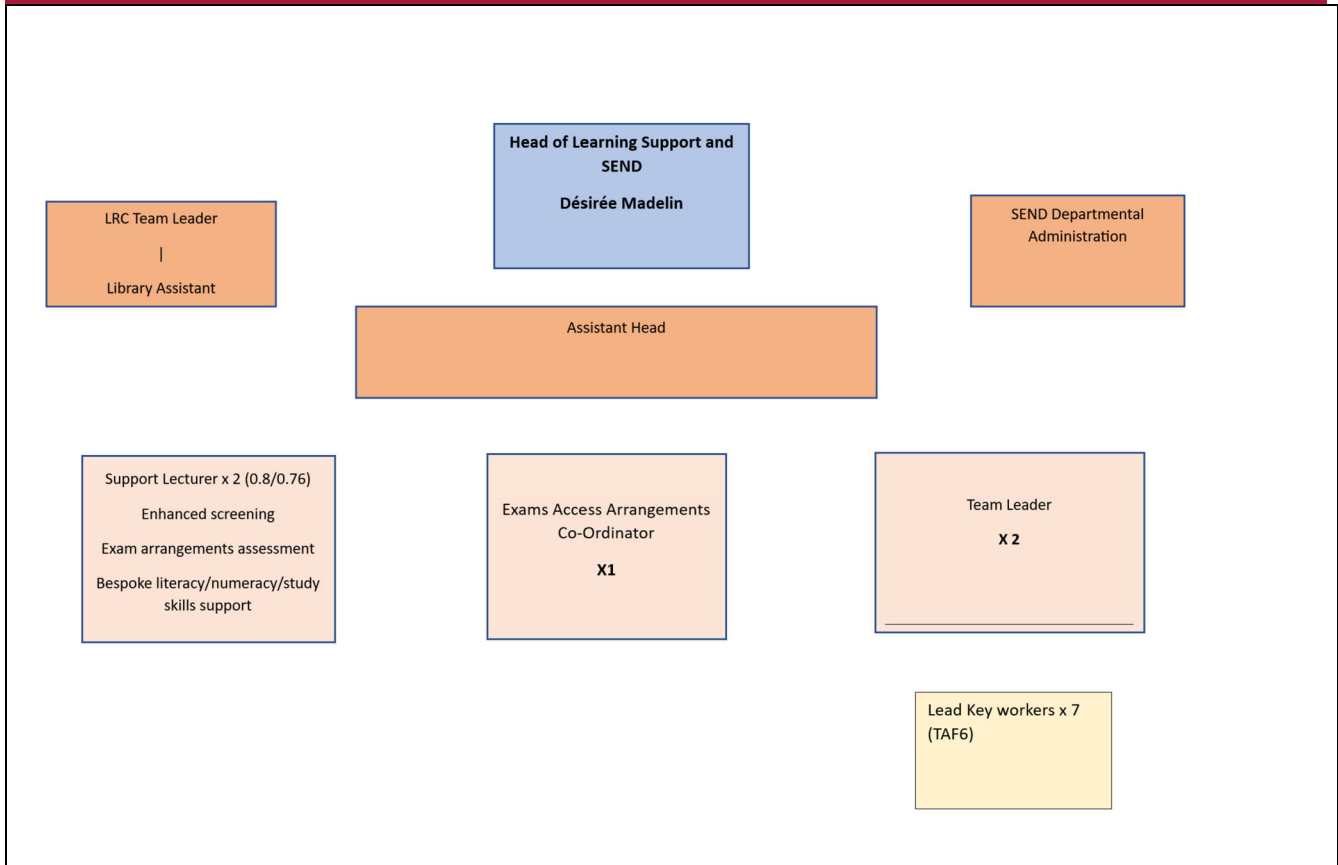
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role as amended from time to time.

### Organisational structure

## Government Departments



## Organisation chart



## Person Specification

### Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

| ATTRIBUTES     | ESSENTIAL  | DESIRABLE  |
|----------------|--|--|
| Qualifications | Possess an NVQ Level 4 in management and leadership or equivalent level of experience in a management/leadership capacity. | Fellow of OneHE, (formerly the Higher Education Academy) |

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|--|---|--|
|  | Hold or working towards; Membership of the Chartered Institute of Library and Information Professionals CILIP.  | Award in Education and Teaching, Level 3 or similar training qualification.          |
| Knowledge  | Knowledge of the colleges vocational areas and the importance of the library and customer experience to enable students success on course.  | Knowledge of the colleges computer systems, catalogue systems and e library systems. |
| Technical / Work-based Skills  | <p>Ability to understand and interpret Highlands College and Government of Jersey legislation, policies and procedures and apply them consistently and fairly for the benefit of all customers.</p> <p>Ability to use a wide range of I.T. applications as well as an interest in new and emerging technologies that could enhance the college library services.</p>  |  |
| General Skills/Attributes This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc. | <p>Able to manage, motivate and co-ordinate staff carrying out diverse duties sometimes dealing with usage and behaviour management in the library areas.</p> <p>Able to deal with many high priority issues at the same time, maintaining a calm and professional approach whilst quickly developing a strong rapport with others.</p> <p>The ability to facilitate and lead regular team briefings/meetings to ensure staff are kept informed of the departments activities.</p> <p>Must have the initiative to identify any department errors and minimise any negative impact on the reputation of the organisation.</p> <p>Be respectful and sympathetic to customer's needs, feelings and views. Take positive action on customer feedback.</p> |  |

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|------------|---|---|
|            | Able to engage with senior internal stakeholders clearly communicating on team performance and making evidence based recommendations on areas for service improvement.  |   |
| Experience | <p>Previous supervisory experience managing individual's performance and leading teams.</p> <p>Represent the critical thinking, prioritisation and planning skills required together with stakeholder engagement and risk management to support the delivery continuous improvement projects.</p> | <p>Flexible approach and willing to work outside normal office hours and in all areas of the college library service.</p> |

### Personal Attributes

The post holder must have excellent skills in communication, organisation and planning.