



**Birmingham
Newman
University**

Library Experience Manager

(Post Reference NU2125)

Salary Scale: £27,644 – £30,805 per annum

Vice-Chancellor

Professor Jackie Dunne



Birmingham Newman University is located on Genners Lane, Bartley Green, Birmingham, West Midlands, B32 3NT.

Birmingham Newman University

The university is named after the 19th century cardinal St John Henry Newman who wrote 'The idea of a university' in 1852, and we are still guided by the vision of a community of scholars. The university is built around community, and the belief that education enables students to develop new ways of understanding the world, to help make a positive impact within it. This is delivered through smaller class sizes and an interactive learning style. The Catholic ethos has been retained and our students are from all faiths and none. The university is proud of its diverse, friendly and inclusive environment, where students are welcomed and receive transformational learning opportunities together with support in preparing for employment.

The modern single campus, eight miles southwest of Birmingham city centre has had a recent £20M investment into the campus facilities, building Halls for 200 students, and improving the teaching, learning and social spaces for students with outdoor and indoor facilities. A new law court, a careers and employability hub together with a computer science lab, and accessible student helpdesk are some of the additional facilities and improvements made for our students. The university continues to build its environmental sustainability, already generating 20% 193000kW, of our energy used via on site of solar energy.

In addition, the building of a new School of Nursing and Allied Health has been established to broaden the curriculum including new courses in Adult Nursing, Mental Health Nursing and Physiotherapy which started in September 2023. The university will be providing qualified practitioners from diverse backgrounds, for the local West Midlands Health sector, and beyond.

We are proud to be ranked as 1st for Student Satisfaction 2025 by the Good University Guide, while also we were 1st in the West Midlands and 7th in England for full-time student satisfaction in the National Student Survey 2024. Enrolments from non-selective state schools are one of the highest in the country (99%) and Birmingham Newman University has the biggest proportion of students who are first in their family to experience higher education (72.2%), with more than 45% of students coming from Black, Asian or ethnic minority backgrounds. The university runs outreach programmes and has many partnerships with more than 50 schools and further education colleges in the region offering support and opportunity to pupils.

The university is 'teaching-led' and does not employ staff for research alone but ensures that students have regular contact with active researchers. Birmingham Newman University has also retained its Silver status in the latest Teaching Excellence Framework, which was published by the Office for Students. With our distinctive commitment to transformational impact, we maintain our mission to make a positive difference to individuals and communities through our excellent. In the latest Research Excellence Framework (REF 2021) Newman doubled our number of academic teams submitting work, and also doubled research of world-leading status. Research is undertaken across a wide range of academic and professional disciplines and attracts external funding.

Our mission

To serve our diverse communities by making high-quality, globally connected education accessible to all those who are able to benefit from it, as well as engaging in research, scholarship and professional practice that informs our learning and teaching and has a positive impact on society. Birmingham Newman University prides itself on community and inclusion both on campus in relation to our students but also in terms of outreach and engagement.

Birmingham Newman University is currently implementing the 2020 – 2025 Strategic Framework which was derived from conversations with staff, students and our wider communities. It represents a widely shared view of the future of Birmingham Newman University

This framework presents our objects, vision, mission, values and six strategic objectives, with a focus on working in partnership with, and transforming the lives of our students.

Our values:

- We champion and give voice to the catholic traditions of education, equality, and social justice.
- We respect and value all contributions, recognising that we are a single community, inspired and united by our shared vision and mission.
- We place student learning and welfare at the centre of all we do and we offer a nurturing environment for all students.
- We are ethical, honest and humane. In difficult situations, we will seek to work with understanding, kindness and compassion.
- We recognise and embrace the power of community and build respectful relationships that help us excel.
- A mission of service motivates us, seeking the common good with care and love.

Our strategic objectives:

- To transform students' lives
- To work in partnership with our students
- To grow our institution
- To nurture our staff
- Add to knowledge and cultivate wisdom
- Serve our diverse community and the wider world

The 2020 – 25 strategic plans focus on the success of our students, and the growth of student numbers. Our growth will be responsible and sustainable aligned to our mission and values enabling students to gain an outstanding experience and to succeed in their chosen careers. The university offers opportunities for lifelong learning for those returning to learning or seeking a career change irrespective of age, background, or previous educational experience.

Providing a personalised student experience is a hallmark of the Birmingham Newman University offer, we listen to our students to continually shape the university experience, to ensure that our students are at the heart of all that we do.

Job description

Job title: Library Experience Manager

Grade: 5

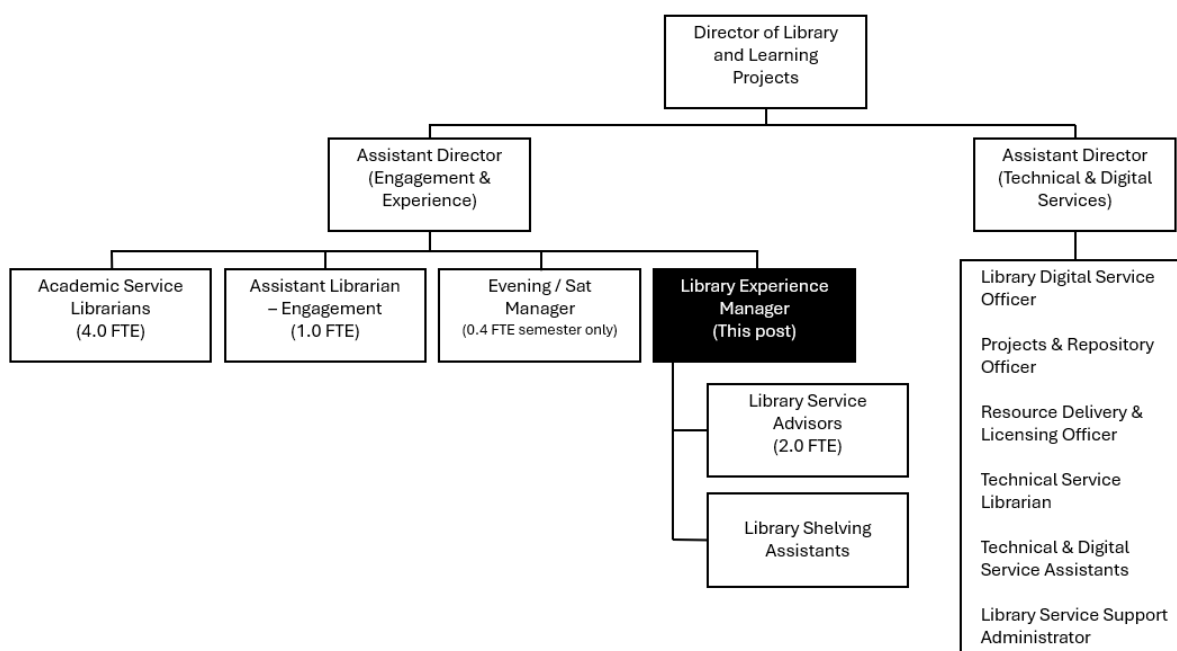
Salary: £27,644 – £30,805 per annum

Hours: 37 hours per week

Department: Library and Learning Services

Reporting to: Assistant Director (Engagement & Experience)

Organisational diagram:



Purpose of Post:

Reporting to the Assistant Director (Engagement & Experience), the Library Experience Manager plays a key role in ensuring the operational effectiveness of a small team of Library Service Advisors and Library Shelving Assistants. As manager of the Library's front line service, the post holder is responsible for ensuring that members of the Birmingham Newman community have positive and helpful experiences in the Library.

The Library Experience Manager has line management responsibilities for team members whilst also actively participating in the team's customer service and administrative activities. In addition to staffing the Library Service Desk when required, they are also the first port of call for complaints or concerns. Therefore, it is essential that the post holder has strong customer service skills. As a member of student-facing staff in a busy and diverse environment, the post holder will promote the Library and University in a positive way.

The Library Experience Manager implements service improvements, ensures that the building environment is well maintained, and is encouraged to innovate when opportunities arise. They contribute to cross-Library working groups and collaborate with staff from other departments in the University to provide an excellent student experience.

1. Main responsibilities:

- Line management of the Library Service Advisors (LSAs) and shelving team, to include:
 - Recruiting and successfully inducting members of staff
 - Developing members of staff through probation, appraisals and performance targets
 - Identifying on-going training needs, providing or organising training where appropriate, and auditing and reviewing such training
 - Managing the performance of team members through the University's people management procedures
 - Planning, prioritising and organising the work of the team, delegating short-term tasks and ongoing responsibilities as appropriate
- Operational responsibility for the front-line help service and shelving operations, ensuring effective workflows to provide a high-quality service to library users.
- Ensure the optimum level of staff cover is maintained during service opening hours, including the creation of Service Desk rotas when needed.
- Staff the Service Desk on a rota basis, helping with general library use, circulation, basic IT issues, and other enquiries.
- Ensure that all team members staffing the Service Desk adhere to the Customer Service Standards and Expectations, to provide the highest standards of customer care.
- Develop and maintain working procedures for the LSA team and shelvers, and problem solve when presented with complex issues.
- Proactively seek opportunities for service feedback, service improvement and operational efficiencies.
- Act as an escalation point for complaints regarding the Library service, skilfully bringing about successful resolutions.
- Ensure that students, staff and visitors adhere to Library and University regulations and that the team of LSAs and shelvers proactively and consistently enforce appropriate levels of behaviour within the various zones of the Library.
- Oversee shelving operations and deployment of contracted and casual shelving staff to meet changing demands throughout each academic year.
- Ensure that shelving standards are monitored and maintained, and that physical stock is checked, tidied and presented in accordance with agreed standards.
- Ensure service quality and a culture of continuous improvement, leading by example to encourage a customer-focused service ethos, being committed to our students and staff and engaging with them as partners.

- Ensure appropriate collation, presentation and reporting of data across the Library's front-line and enquiry services to support effective business analysis and decision-making.
- Manage the Library building and facilities to provide a safe and attractive study environment for students, liaising and working in partnership with Housekeeping, IT Services, Estates, Security, Marketing and other departments of the University.
- Assist with the day-to-day management of stock within the Library, including processing, sorting, shelving, and tidying books and other resources, and using book trolleys as required (this requires physical effort i.e. bending, stretching, pushing and lifting items of varying weights).
- Actively participate in project work both within the Library and cross-departmentally, to introduce new services, technologies and software or to better integrate with existing systems or services.
- Keep up to date with the latest customer service and student experience trends and developments in the sector and introduce them to the Library where appropriate.
- Participate in library staff and team meetings, presenting issues and papers as required, and chairing or servicing Library working groups as necessary.
- Support and assist other roles within the Library Service to be able to provide cover, as directed by the Library Leadership Team, in the event of staff absence.
- Develop and maintain a good working knowledge of key contacts and priorities across the University and identify opportunities to collaborate.
- Undertake any other appropriate tasks as they arise and as delegated by the Assistant Director (Engagement & Experience).
- As part of their duties, the post holder will be dealing with 'restricted information' in accordance with the University's Information Security Policy.
- As a manager, the post holder has a responsibility to ensure that policies and procedures are followed and that staff receive appropriate induction, training and support, that absence is managed and recorded and that their direct reports receive an annual appraisal.
- Please note that this role requires the role holder to work on campus.

2. Health & Safety:

- Under the Health & Safety at Work Act 1974 the post holder must take reasonable care of their own health and safety and that of any other person who may be affected by their acts or omissions. The post holder must also co-operate with the University on all matters concerning health and safety and not interfere with, or misuse, anything provided for the purpose of health, safety or welfare. The post holder must follow Health & Safety requirements in line with their training and instruction, and report to management any unsafe acts or conditions, defects in equipment or facilities that have the potential to affect health and safety. The post holder must report to management any injuries they receive whilst at work.

- Where post holders line manage staff and services they will be responsible for the health, safety and welfare of those staff and services in accordance with the University's Health & Safety Organisational Arrangements.

3. General Terms

- Variation to Job Description

This job description summarises the main duties and accountabilities of the post and is not exclusive. The post holder may be required to undertake other duties of a similar level of responsibility. It is anticipated that this job description will change over time in accordance with the needs of the role and the post holder will be consulted on any proposed amendments. Therefore, University reserves the right to vary the duties and responsibilities of its employees within the general conditions of employment and related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as required to meet the changing needs of the service.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that 'restricted information' or 'highly restricted information' to which they have access remains confidential during and after their employment at Birmingham Newman University. All staff must undergo appropriate data protection training as defined by the University's Data Protection Policy and comply with the University's Information Security Policy and IT User Policies including the General Conditions of use of Computing and Network Facilities, Bring Your Own Device Policy and Wireless Networking Policy.
- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process, attend the mandatory training and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role.
- All absence from work must be reported in accordance with the University's Absence Management Policy and recorded on iTrent and staff are expected to be familiar with and follow the Policy.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

4. Person Specification

Criteria	Essential	Form of Assessment	Desirable	Form of Assessment
Educational Qualifications and Training	<p>Formal study to A-level standard or equivalent in any subject.</p> <p>English and Maths at GCSE Grade A-C or equivalent.</p>	<p>Application</p> <p>Application</p>	<p>A qualification in one of the following areas:</p> <ul style="list-style-type: none"> - Customer service - Librarianship - Management 	<p>Application</p>
Relevant work experience and/or knowledge	<p>Demonstrable experience in a face-to-face customer service role.</p> <p>Proven experience of staff supervision and staff training within a retail, helpdesk, customer service or information service team.</p> <p>Experience of successfully motivating, leading and developing staff to deliver a positive and effective service.</p> <p>Experience of using computers in a professional setting, including common desktop software and cloud-based apps such as Office 365.</p>	<p>Application/ interview</p> <p>Application/ interview</p> <p>Application/ interview</p> <p>Application/ test</p>	<p>Experience of line management.</p> <p>Experience of working in a library, education or related service.</p> <p>Use of automated library management systems or similar IT systems.</p>	<p>Application</p> <p>Application</p> <p>Application</p>
Relevant and/or Specific skills required	<p>Confident in delivering excellent customer service face-to-face, by email and by telephone.</p> <p>Able to handle complaints or challenge disruptive behaviour in a diplomatic but effective way.</p>	<p>Application/ interview</p> <p>Application/ interview</p>		

Criteria	Essential	Form of Assessment	Desirable	Form of Assessment
	<p>Effective verbal and written communication skills.</p> <p>Able to produce management reports to interpret data, analyse results and make effective recommendations.</p> <p>Able to work methodically and accurately in a busy and pressurised environment, meeting service targets.</p> <p>Able to sort and move books and other materials, involving pushing, stretching, lifting and bending.</p>	<p>Application/ interview/test</p> <p>Application/ test</p> <p>Application/ interview</p> <p>Interview</p>		
Personal qualities and attributes	<p>Proactive approach to problem solving and using initiative when necessary.</p> <p>Able to interact effectively and impartially with a wide range of service users and colleagues.</p> <p>Commitment to Equality and Diversity, particularly in relation to supporting students' needs.</p> <p>Flexible approach to changes in working patterns.</p> <p>Ability to work as part of a team in a way that contributes effectively to the group's tasks.</p> <p>Confident and competent in learning new systems and software.</p>	<p>Interview/test</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application/ interview</p> <p>Application/ interview</p>		

General Terms & Conditions of Employment

This post is a full-time appointment, offered on a permanent basis. It will be remunerated on the single pay spine, at Grade 5, £27,644 – £30,805 per annum. The appointment is subject to meeting all pre-employment clearances and requirements of the Person Specification.

All new employees undergo a period of probation in accordance with the University Probationary Scheme and confirmation of employment is dependent on the satisfactory completion of that probationary period.

The standard hours of work are based on 37 hours per week for Professional and Support Staff and 35 hours per week for Academic Staff. Your line manager will discuss with you the required working hours.

The University holiday year runs from January to December for Professional and Support Staff and from September to August for Academic Staff. The post carries an entitlement to 35 working days (for a full-time position, otherwise pro rata) of paid leave during the course of the holiday year (pro rata if the appointment is made during the holiday year), in addition to Statutory Bank Holidays. There may also be discretionary days and days when the University is closed on particular dates in the interests of efficiency.

Disclosure and Barring Service

It is a condition of employment that all relevant posts are vetted by the Disclosure & Barring Service (DBS) and if it applies to this appointment you will be required to undertake a DBS check. The University will pay the fee for this service. Any false declarations or any findings from the Disclosure could affect the suitability for employment.

Pension and Auto Enrolment

If you meet the criteria set out below and are not already an active member of any of our pension schemes, the University is required to auto-enrol you into a suitable pension scheme.

The criteria for auto-enrolment is:

- Age - if you are 22 or over but no more than State Pension Age
- Earnings - a minimum of £10,000 per year
- Working in the UK

The pension schemes supported by Birmingham Newman University are:

- <https://www.teacherspensions.co.uk> - Teachers' Pension Scheme for academic staff
- <http://aviva.co.uk> - Aviva Scheme for professional and support staff
- <http://www.nestpensions.org.uk> - National Employment Savings Trust, NEST for staff not eligible to join either of the above schemes

You will be auto-enrolled into the [National Employment Savings Trust \(NEST\)](#) unless you are an academic and eligible to contribute to TPS, or other member of professional and support staff employed on a substantive contract of employment, in which case you will be auto-enrolled into Aviva, our defined contributory scheme. You will receive a notice from the University Payroll Department telling you that you have been auto-enrolled and advising you of your options, including the right to opt out. Once you have been auto-enrolled, you will have an option to opt-out of the pension scheme and receive a refund of your first contribution. There is a time limit of one month in which to do this, and you will have to contact your pension scheme to make this happen; **the University is prohibited, by law, from helping you to opt-out.**

Staff Benefits

We offer a wide range of Staff Benefits including 35 days annual leave entitlement plus bank holidays (pro rata for part time posts), pension scheme, chaplaincy and spiritual care, library services, free on-site parking, discounted travel scheme, cycle to work scheme, employee assistance programme,

occupational health and counselling services and staff development opportunities. Further details of the full range of staff benefits available can be found on our website:

<https://www.newman.ac.uk/knowledge-base/staff-benefits/> or please contact the Human Resources Department.

Procedure for Application

Applications should preferably be submitted by e-mail (as opposed to post) on the University Application Form and should be completed in typescript wherever possible. CV's are not accepted as part of the application process unless explicitly stated. Considerable emphasis is placed in the shortlisting process on how candidates demonstrate in their application that they possess the qualifications, experience, skills and qualities which are required for the post. **Application forms should therefore refer explicitly to how you meet the essential and desirable criteria for the post you are applying for.**

The University is an Equal Opportunity Employer and we operate the Disability Confident Employer Standard which amongst other things guarantees an interview to disabled applicants who meet the essential criteria of the job specification.

Two referees should be identified who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post and must include your current or most recent employer or their representative. You must disclose whether you are related to any employee of the University, or to any member of the Council. Canvassing for appointment disqualifies you from being selected for interview or being appointed to the post in question.

Should you be selected for interview please be aware that we are unable to reimburse interview expenses. If you have not heard from us within four weeks of the advertised closing date, please assume that you have not been shortlisted.

Closing date for applications: 28th April 2025

Interviews will take place on 22nd May 2025

Job Applicant Privacy Notice

Birmingham Newman University collects and processes your personal data in order to take steps at your request prior to entering into a contract and so that it can meet its statutory and legal obligations. For further information about how Birmingham Newman University processes and protects personal data of job applicants please refer to the [Privacy Notice for Job Applicants](http://www.newman.ac.uk/privacy-notices/#blueprint_5) available at www.newman.ac.uk/privacy-notices/#blueprint_5