

Director of Library Services

Job Reference:	
Department:	Library (IT, Digital & Library Services Directorate)
Grade/ Salary:	Grade 10, £67,186 - £69,091
Contract Type:	Permanent
Hours:	Full time
Location:	New Cross, London

Closing date for applications: **Wednesday 31st August 2022**

Interviews: **Weeks commencing 12th September**

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



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Library Services

Goldsmiths Library Services

Goldsmiths Library is housed in the award-winning Rutherford Building which it shares with IT Services. This offers a mix of social, group and silent study spaces together with over 200 open access computers. The building is open 24/7 during from the beginning of October until mid-June and for 89 hours a week in the summer vacation.

It is used by over 9,000 readers: staff and students of Goldsmiths and external users. Its collections cover the Arts, Humanities and Social Sciences and relate to the teaching and research of the College. In addition to some 300,000 books and 5,800 print and electronic journals it contains extensive audio-visual and school practice collections.

These are managed alongside a growing number of special collections and archives which reflect Goldsmith's research activities; for example, the Goldsmiths Textile Collection & Constance Howard Gallery, the Daphne Oram Collection and the Women's Art Library. The Library has responsibility for the Goldsmiths Art Collection and is working with stakeholders to identify and manage the art works.

The Library works closely with the Research Office and with Goldsmiths Press, notably in the areas of open access and alternative models of scholarly publishing. Goldsmiths Research Online Collections (which include the institutional repository, research data, digitised archives, and open access journal titles hosted on Open Journal Service) are managed by the Library.

There are two areas within Library Services: Systems and Resources; Reader Services and Academic Support. The heads of these sections, together with this post and the Academic Support Manager form the Library Management Team and support the Director in the development, delivery and implementation of strategy and service enhancements.

Job description

Reporting to: Chief Information Officer

Reports: All Library Staff

Line manager to: Head of Services and Resources
 Head of Reader Services and
 Academic Support

 Library Services Administration Co-
 ordinator

The role

This role is an exciting opportunity for an experienced professional to lead and develop a vibrant Library service, ensuring that it is fully aligned with Goldsmiths strategic aims and its ambitions

The Director will lead the Library Management Team (Academic Services, Discovery Services and Reader Services), enabling strategic responses to institutional and sector developments in areas such as student number growth, internationalisation, scholarly communication and digital engagement.

They will work closely with members of the Professional Services Senior Team and will have close lines of communication with the Pro-Wardens and other members of the Senior Management Team.

They will liaise with the Research Office, researchers and other stakeholders to provide a seamless experience for researchers and ensure that Goldsmiths research outputs are accessible as widely as possible.

The Director will therefore be pivotal in the ongoing development of the library ensuring that our service offers are effective for students, academic departments, and the wider community. You will be committed to improving services, ensuring that a good user experience is central to all online and in person services.

The successful candidate will bring a wealth of experience, knowledge and enthusiasm to manage and develop teams. They will be an excellent communicator and committed

to the highest quality of customer service and student experience.

You must be able to demonstrate an understanding of, and empathy for the needs of a unique, diverse and international student community, including experience of having worked with students from BAME backgrounds.

Goldsmiths is committed to advancing equality and celebrating diversity. We welcome applications from all suitably qualified persons. We particularly welcome applications from Black, Asian and Minority Ethnic (BAME) applicants as this group is currently under-represented at this level in this area.

Main duties:

The post holder will be expected to be able to carry out the following duties in line with the grade of the post:

Specific Duties:

- To provide leadership and vision in developing Library services in line with Goldsmiths mission and values
- To effectively manage the Library budget, preparing forecasts and proposals for expenditure and ensuring that efficient and cost effective services are being provided
- To manage and review all Library operations, collections and resources to ensure they meet the learning, teaching and research needs of Goldsmiths
- To ensure an appropriate and flexible staffing base and structure through ongoing workforce planning and the provision of training and development opportunities for all staff
- To lead the development of the Library space, both physical and virtual
- To engage with technological developments and ensure these inform the development of user-focussed services
- To ensure the provision of high quality management information to support evidence-based decision making
- To provide strategic advice on matters relating to Library services such as information & digital literacy, scholarly communications, Open Access publishing, research support, academic library sector developments, collection management and learning environments
- To facilitate working partnerships within Professional Services teams, academic departments and other stakeholders to raise the profile of Library and achieve first class service

- To engage effectively with local, regional and national networks and represent Goldsmiths on relevant professional bodies
- To undertake any other duties as may reasonably be required by the Student Experience Director or other seniormanagers

Generic Duties:

- To deputise for the Chief Information Officer
- To implement business continuity plans and co-ordinate activity to enable business operations to be maintained following the failure of, or damage to, vital services or facilities
- To be a member of the Goldsmiths Leadership Group
- To be a member of senior college committees and groups as required providing specialist input and knowledge of current developments and external policies that assist in the strategic planning and operation of Goldsmiths
- To own and carry out Performance Development Review of line-managed staff, ensuring that these are cascaded through all teams and that all staff understand their contribution to the Directorate and Goldsmiths Strategic Plan so that they are able to develop their skills and improve their performance
- To take line management responsibility for the Health and Safety of all staff in the section, in accordance with Goldsmiths Health and Safety policies
- To oversee risk and other relevant assessments, promote health and safety awareness and ensure that staff are suitably trained
- At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity/Dignity at Work Policy
- At all times to help maintain a safe working environment by attending training as necessary and following the College's Health and Safety Codes of Practice and Policy.
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form C = Certificate I
= Interview R = Reference
T = Test / P = Presentation

	Category
Essential Criteria 1 – Qualifications	
Educated to graduate level or equivalent	A, C
Professional qualification in Librarianship or Information Science, or equivalent experience	A, C
Desirable Criteria 1 – Qualifications	
Management qualification	A, C
Essential Criteria 2 – Experience	
Demonstrable leadership and management experience at a senior level in an academic or research-oriented library	A, I, R
Demonstrable experience of managing and forecasting budgets	A, I, R
Demonstrable ability to set, manage and deliver ambitious performance targets	A, I, R
Demonstrable experience of successfully leading and embedding Change	A, I, R

Demonstrable experience of developing, leading and implementing service improvement initiatives	A, I, R
Desirable Criteria 2 – Experience	
Demonstrable experience of using project management techniques to deliver change	A, I
Experience of working with and providing support to individuals from under-represented groups (including BAME) and an understanding of the potential barriers to engagement from these groups	A, I, R
Essential Criteria 3 – Knowledge	
Knowledge and understanding of current issues relating to the provision of excellent, user-focussed information services	A, I, R
Knowledge and understanding of current issues relating to higher education	A, I, R
Knowledge and understanding of issues relating to scholarly publishing, copyright and intellectual property	A, I, R
Knowledge of operational management practices	A, I, R
Desirable Criteria 3 – Knowledge	
Knowledge of issues relating to practice-based learning, teaching and research	A, I
Good understanding of the impact that different forms of harassment or discrimination may have on students from diverse backgrounds, including BAME students and LGBTQ+ students	A, I, R
Understanding of the barriers faced by students for whom English is a second language	A, I, R
Essential Criteria 4 - Skills	
Excellent written and oral communication skills	A, I, R
Well-developed IT skills and experience of using a wide range of applications, with a keen interest in how new technologies can benefit service delivery	A, I, R
Demonstrable ability to develop and maintain relationships and networks within and across institutions	A, I, R
Demonstrable negotiating, influencing and advocacy skills	A, I, R
Stakeholder management skills with a variety of audiences, with the ability to clearly set and manage expectations	A, I, R
Proven experience of working with statistics and/or ability to analyse data in order to inform evidence-based service development	A, I, R
Essential Criteria 5 - Additional Attributes	

Demonstrable creativity in problem-solving	A, I
Ability to act as an ambassador within and for Goldsmiths Library Services	A, I
Commitment to continuous improvement	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact the Recruiting Manager, David Minahan, e-mail l.green@gold.ac.uk.

July 2022

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision

- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [gym](#)
- Access to [University of London facilities](#) such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.

11 Goldsmiths, University of London, New Cross, London