

**Post: Deputy Director, Services**

An excellent opportunity has arisen for a self-motivated individual interested in developing strategic, project and people management skills.

The Deputy Director will work with SCONUL's Executive Director and Board to ensure the delivery of a set of high quality, responsive and cost-effective services for our member libraries, and identify opportunities for new services and initiatives to support our members.

The Deputy Director will work closely with the Executive Director and Board to take forward SCONUL's strategy and operational plan, and will be expected to contribute to the organisation's growth and development across the board. S/he will deputise for the Executive Director as required.

We are seeking someone motivated by developing and improving services and who enjoys exercising their initiative. This is an outward facing role which will involve liaison with members and our stakeholders, good communication, planning and listening skills and a strong sense of customer service. For further information, please see the separate job description and person specification.

### About SCONUL

The Society of College, National and University Libraries (SCONUL) represents all university libraries in the UK and Ireland, irrespective of mission group, as well as national libraries and many of the UK's colleges of higher education. We promote awareness of the role of academic libraries in supporting research excellence and student achievement and employability, and represent their views and interests to government, regulators and other stakeholders. We help academic libraries collaborate to deliver services efficiently, including through the provision of shared services, and to share knowledge and best practice.

SCONUL members are the academic libraries themselves, with heads of library service making up the Executive Board which is responsible for governance and for setting the strategy for the organisation. Formally, SCONUL is a charity and a company limited by guarantee.

SCONUL exists to support its members. To do so effectively, SCONUL staff and board members engage closely with our staff at member institutions and work collaboratively with them on institutional and sectoral priorities. We seek member views via informal and formal mechanisms and actively solicit feedback.

## Services

SCONUL runs a number of important services for members, including the SCONUL Access Scheme, which is a reciprocal scheme open only to members which allows users of one member library to use the services of another. There is no fee for institutions to join and the scheme provides free borrowing and reference access for many staff and students of participating institutions.

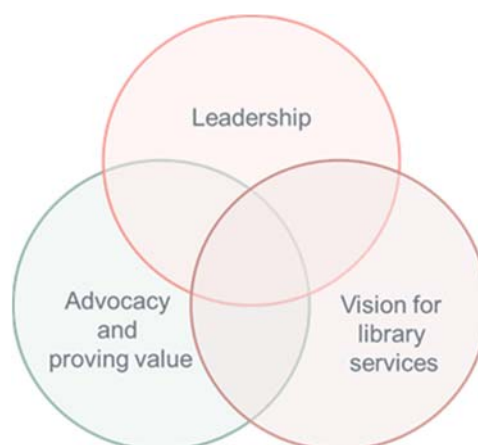
We also produce the SCONUL statistics, which is a shared service in which members provide detailed figures on their service including expenditure on staff, information, equipment and operating costs; study spaces and other uses of space; resources etc. They are unique in the higher education environment in providing a detailed picture of the workings of a core university function, allowing institutions to benchmark their performance against their peers. This data has proved invaluable to library leaders in strategic planning of their own services, and for the sector in identifying trends and developments in the provision of library services nationally.

Other core services include our annual programme of events, including a summer residential conference, and the provision of information via our website.

## Policy and advocacy

SCONUL has five strategic working groups which are responsible for ensuring that the academic library community is informed about, and engaged with, the major issues and challenges facing the library sector. The working groups are supported by the Executive Director and a small staff team.

SCONUL's strategy *Collaborating for Change* sets out six programmes of work under three cross-cutting themes:



A copy of the strategy is available at [http://www.sconul.ac.uk/sites/default/files/documents/Collaborating%20for%20Change%20-%20SCONUL%20strategy%202016-19\\_0.pdf](http://www.sconul.ac.uk/sites/default/files/documents/Collaborating%20for%20Change%20-%20SCONUL%20strategy%202016-19_0.pdf). For more information about the organisation and the services we offer members, please see our [website](#).

- Salary:** In the region of £42k
- Contract:** The Deputy Director post is a full time post. However, we are also happy to consider secondments.
- Location:** The post is based in SCONUL's London office close to Euston Station, but will involve occasional travel to other sites.
- Background checks:** Appointment is subject to receipt of satisfactory references, right to work in the UK and medical declaration.

Excellent benefits are offered, including 30 days' holiday allowance, a generous pension scheme and support with continuing professional development. You will be working as part of small, friendly and relaxed team.

### How to apply:

Please email a CV and covering letter to Ann Rossiter, Executive Director of SCONUL at [ann.rossiter@sconul.ac.uk](mailto:ann.rossiter@sconul.ac.uk). The letter should give evidence of how you meet the criteria outlined in the person specification.

For an informal discussion about the post, please contact Ann Rossiter on 020 7387 0317.

The deadline for receipt of applications is 5pm on Monday 20 November.

Interviews will be held in the week commencing 27 November.

**Job Title: Deputy Director, Services**

Job Holder: tbc

Line Manager: Executive Director

**Job Purpose:**

To ensure that members are provided with high quality services which are responsive to their needs and to deputise for the Executive Director as required. To contribute to the organisation’s growth and development via a range of delegated activities.

**Principal Accountabilities (Responsibilities):**

- To be responsible for the effective delivery and development of a set of high quality, cost-effective services to SCONUL’s members, including the SCONUL Access Scheme; SCONUL statistics; events programme and website (approx. 60% of the role).
- To take responsibility for other specific projects, as delegated by the Executive Director.
- To engage and consult with SCONUL members including via participation in relevant working groups, to ensure that services remain high quality and fit for purpose, and to identify and undertake development of new services or initiatives as required.
- To support the Executive Director and Board in the development and delivery of SCONUL’s strategic and operational planning, including on policy, member engagement, advocacy and communications, and to keep up to date with sector developments.
- To contribute to the positive profile of SCONUL among its members and beyond, through liaison with regional groups and other external partners nationally and internationally, promoting SCONUL interests.
- To deputise for the Executive Director as appropriate and as required.
- To contribute to discussions at the SCONUL Board meetings and to take minutes.
- To manage the Board agenda on an on-going basis to enable the Board to fulfil its proper functions.
- To undertake any other duties that may be required within a small and flexible office team.

**Resources for which Accountable (Financial and non-financial):**

Membership – 185

Budget for events (in terms of setting prices in line with costs)

One staff member

**Internal and External Relationships (degree of influence):**

- Members – work closely with members on service delivery and development
- Officials from government, regulators and funding bodies – gathering and communicating information, and in some cases seeking to influence
- Other external bodies – occasionally speaking at events and attending meetings
- Suppliers – managing SCONUL’s relationships with the suppliers supporting the delivery of SCONUL services
- SCONUL Co-ordinator – working closely with them on the delivery of the events programme
- Executive Director – sharing intelligence and deputising for as appropriate
- The SCONUL Board – presenting papers and proposals, providing support with specific projects.

**Extent of Planning and Organising:**

- Service development strategy – delivering it over a rolling 3 year period
- Events programme – planning up to 3 years ahead
- Production of SCONUL statistics – working to annual cycle
- Board agenda – working to annual cycle

**Person Specification:**

**Qualifications, Knowledge and Experience:**

- Degree level qualification or equivalent
- Good understanding of key strategic issues for library and information services

**Skills, Abilities and Competencies**

**Essential:**

- Engages well with others
- Flexible with a can-do attitude
- Demonstrable track record in project management and delivery
- High level IT and numeracy skills
- Ability to analyse complex issues and be able to communicate them effectively, both verbally and in writing
- Able to plan, develop and implement strategic and operational projects
- Able to juggle multiple priorities
- Good interpersonal skills, including effective listening, tact, diplomacy and confidentiality
- A strong sense of customer service
- Ability to communicate effectively with people at all levels
- Ability to work flexibly and to adapt to the requirements of a small team
- Ability to take initiative and work autonomously without close supervision
- Highly organised and able to prioritise effectively.
- Able to supervise the work of a member of staff.

Desirable:

- Expertise of website development and / or management.