

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Senior Skills Officer

## **College/Department**

Library and Learner Support

## **Location**

Kedleston Road, Derby

## **Job Reference Number**

0598-21

## **Salary**

£28,120 to £30,914 per annum pro rata

## **Reports To**

Library Experience and Skills Manager

## **Line Management Responsibility**

Yes

# **Job Description and Person Specification**

## **Role Summary**

To design, implement and create the policies and processes required to deliver services consistently to students in a variety of formats. To line manage a team including students employed as Skills Advisers. The team will work flexibly with students and other Library visitors. To organise events, develop systems and procedures for appointments and schedules of work, oversee the marketing and promotion of the service and resources, track impact and develop systems and procedures to ensure the service is well managed and impactful. Skills development opportunities will be co-created with students and will be innovative in stimulating skills development, exchange and collaboration through projects and learning materials. To deliver excellent customer service and understand the systems and procedures required to deliver consistency and evaluate impact, whilst enabling flexibility required for this new service.

## **Principal Accountabilities**

1. To co-ordinate the delivery of the skills services:
   * Develop and operationalise a model and procedures;
   * Improve access to skills development and co-creation opportunities;
   * Raise the profile of the skills services and promote the benefits of engagement;
   * Work collaboratively to develop learning, reflection and marketing materials for all stakeholders;
   * Improve skills infrastructure;
   * To promote the service and Library and achieve high levels of student engagement.
   * Develop new approaches to recognise and celebrate skills development and sharing.
2. Line manage Skills Assistant, Graduate and Advisers encourage collaboration with students, CSL, Colleges and external organisations. Lead in the recruitment, training and supervision of the team of Advisers, including maintaining effective relations with the Student Employment Agency for the recruitment of Skills Advisers. Work with the Skills Champion to develop the team.
3. With the Library Service Manager and in collaboration with the Skills Champion, contribute to develop, organise and deliver a programme of skills activities to encourage and support the acquisition of digital, numeracy, discovery and academic skills and an understanding of employability. Take a lead in the organisation of the service and delivery of activities.
4. To promote the service and the benefits of student engagement in skills development and co-creation in the Library, raise the profile of opportunities and showcase success. To organise and contribute to events, marketing and social media. Develop systems and procedures to organise the delivery of the service, including face to face information and advice, workshops, resources and social media.
5. To develop and administer the policy and procedures, including workflow, required to ensure student experiences are high quality.
6. Establish procedures to evaluate practice and impact. Analyse and evaluate the quality and impact of the service and the experiences delivered and report findings in an accurate and timely manner. Create case studies to capture the impact of the service.
7. Collaborate with students and other Library teams to develop an annual plan for the continual enhancement of skills development and co-creation and to showcase learning. Track implementation of the plan, taking appropriate responsibility for actions related to it.
8. Promote Library services, spaces and collections through creative and innovative profiling and showcasing of resources and celebration of scholarly and research endeavour.  Engage students, academics, colleagues and other Library visitors, including attendees at open days and for outreach activity.
9. Seek out opportunities to learn and develop skills.
10. Maintain a safe working environment and ensure compliance with legislation, equal opportunities, SENDA, DDA. Maintain records, data and statistics related to service, and report on activities and impacts. Comply with University policies and procedures and encourage social mobility.
11. This is not a complete list of all duties and responsibilities, the post-holder may be required to undertake other duties commensurate with the level and skills/qualifications of this role.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Degree level qualification

#### **Experience**

* Highly organised with proven experience of delivering to high standards, achieving deadlines, handling data, evaluation and reporting, including the digital capabilities required for standard computer software (eg MS Office).
* Proven experience of supervising, inspiring and motivating people, encouraging innovation and creativity, passion for customer service and being consistently a positive role model to others.
* Proven experience of planning and organising the delivery of interactive activities for students, delivering to consistent high standards of service and able to evidence impact.
* Proven experience in engaging individuals and groups to achieve high levels of interaction and impact on the student experience, including marketing and promotional activities.

#### **Skills, knowledge & abilities**

* Ability to take ownership and responsibility for themselves and the team and ability to proactively lead the team to resolve matters, propose design of services; consistently demonstrating a personal and team sense of ownership.
* Understanding of the use and application of technologies and techniques to support learning, with experience of engaging learners or a similar client group.
* Excellent interpersonal skills and an ability to deal with people at all levels, individually and as a team. An understanding of the opportunities and challenges experienced by students.
* Act as a positive role model to the team and strives for all team members to perform to their highest potential by inspiring and motivating others, sharing ideas and knowledge for the benefit of the team.

#### **Business requirements**

* Willingness and flexibility to travel between University sites in a time and cost-effective manner
* Ability to be flexible within the working pattern to meet the business needs and customer expectations, i.e. working some evenings and weekends, as required

### **Desirable Criteria**

#### **Qualifications**

* Teaching qualification or AdvanceHE fellowship
* Library and information studies qualification

#### **Experience**

* Experience of understanding and applying Data Protection requirements and maintaining confidentiality

#### **Skills, knowledge and abilities**

* Displays bigger picture thinking, informed by awareness of practice in the sector and an understanding of the changing needs of service users. Looks at things from all perspectives to produce innovative solutions.

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)