Digital Scholarship and Engagement Manager

**Department:** Library, Archives and Learning Services

**Hours of work:** Full Time, 37 hours per week

**Contract type:** Open contract

**Salary:** £40,927 - £50,296 per year
**Introduction**

Student and Academic Services supports the University's ambition of offering an outstanding and valuable experience to our students. We support our academic colleagues in achieving excellence in their research, learning and teaching and the student experience.

Our staff are committed to providing a high quality student-centred service that will enhance student life, retention, success and progression, and will be recognised as exemplary.

**Main purpose of the role**

This role is part of the Management Team for the Library, Archives and Learning Services and provides leadership and management at a senior level.

The Digital Scholarship and Engagement Manager is responsible for the work of the team in developing, delivering and evaluating the training and learning materials produced for use across the University to ensure all staff and students have the digital literacy skills they need to undertake their work and learning effectively. These materials should be underpinned by sound pedagogical foundations. This is a fast paced, fast moving area and the post holder is expected to stay up to date with new technologies as well as pedagogical developments.

**Key responsibilities**

(Role holders will be required to undertake some or all of the duties below)

- Line manage and lead staff in the Digital Scholarship and Engagement team:
  - Ensure that the team culture is focussed on customer service.
  - Involve and engage all staff to contribute to groups/projects.
  - Coordinate and allocate the work of the team, ensuring delivery of services.
  - Work with staff in the team to cultivate a culture of continual personal, professional and service development to improve job performance and ensure staff welfare, health and safety.
  - Cultivate an open, collaborative and innovative working environment.
- Coordinate the team’s involvement in the development of business improvement working closely with Assistant Directors in IT Services.
- Manage the development, delivery and evaluation of digital literacy for Library, Archives and Learning Services
- Responsible for building and maintaining effective relationships across sections of Student and Academic Support Services and the wider University.
- Oversee the integration of digital literacy within academic departmental programmes as part of the curriculum development working with other support services across the University.
- Lead the development, delivery and evaluation of skills training to researchers in consultation and collaboration with the Research Support team.
- Deliver teaching and training as required.
- Ensure appropriate mechanisms are in place to collect statistics and data for all services delivered or within the team’s responsibility.
- Remain abreast of pedagogical and technological developments relating to teaching, learning and digital scholarship, and identify opportunities to innovate.
- Provide and manage an enquiry service, complementing and supporting the work of the Library, Archives and Learning Services Help Desk and the IT Support Office.
• Ensuring enquiries are answered, escalated and logged and that appropriate staffing, systems, training, teaching materials are available. This includes a regular review of the services themselves to ensure they are fit for purpose.
• Answer advanced enquiries and contribute to specialist enquiry services.
• Contribute to the development of departmental web pages taking direct responsibility for areas relating to teaching and learning.
• Oversight of the Skills Guides, IT training web pages and online guidance produced by the Team.
• Engage locally and nationally with professional networks and groups to maintain awareness of HE agendas and development, understand best practice and to promote the University of York.

Other
• The above list of duties is not exhaustive and is subject to change.
• The post holder may be required to undertake other duties within the scope and grading of the post as required by the Director of Information or Deputy Directors.
Person specification

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Graduate</td>
<td>Essential</td>
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<tr>
<td>Degree or equivalent qualification(s), or proven relevant experience in a relevant IT or Library field</td>
<td>Essential</td>
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<tr>
<td>Postgraduate teaching qualification (eg PGCE / Diploma in TEFL / PGCAP) or Advanced HE Professional Recognition or proven extensive experience of delivering training</td>
<td>Desirable</td>
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<tr>
<th>Knowledge</th>
<th>Essential</th>
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<tr>
<td>Specific professional knowledge base relevant to the role and its application in organisations</td>
<td>Essential</td>
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<td>Knowledge of relevant issues in HE</td>
<td>Essential</td>
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<td>Understanding of the needs of those working and studying in a higher education environment</td>
<td>Essential</td>
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<td>Demonstrable understanding of pedagogic methods/approaches and technologies to support these</td>
<td>Essential</td>
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<tr>
<th>Skills, abilities and competencies</th>
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<td>Ability to apply a range of management styles</td>
<td>Essential</td>
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<td>Excellent written and oral presentation skills, able to present complex ideas at the appropriate level to both specialist and non-specialist audiences</td>
<td>Essential</td>
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<td>Ability to work under pressure and on own initiative</td>
<td>Essential</td>
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<td>Ability to convey information and influence an audience</td>
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<td>A proactive approach and the ability to use initiative in problem solving and developing service opportunities</td>
<td>Essential</td>
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<td>Ability to use negotiation skills and to facilitate open discussion with individuals and groups</td>
<td>Essential</td>
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<td>Excellent teamwork and interpersonal skills</td>
<td>Essential</td>
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<td>Proactive approach to keeping up to date with developments in area of expertise, with the ability to introduce new and better ways of working</td>
<td>Essential</td>
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<td>Ability to write clearly, concisely and persuasively, for reports and publications, including online-publications</td>
<td>Essential</td>
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The ability to engage, liaise and negotiate effectively to develop positive working relationships both with University stakeholders and external suppliers/ bodies  | Essential  
---|---  
The ability to think strategically and demonstrate flexibility/ innovation in adapting to changing needs  | Desirable  

**Experience**

| Experience of developing and managing of services  | Essential  
| Experience of leading and managing projects  | Essential  
| Success in initiating and leading change in organisations  | Essential  
| Experience of motivating, organising and co-ordinating the work of a team of people  | Essential  
| Experience of developing performance measures and utilising these to inform operational planning  | Essential  
| Experience of service planning at an operational level, including the development of policies and procedures  | Essential  
| Liaison and collaboration with a range of stakeholders  | Essential  
| Experience of national projects or initiatives  | Desirable  
| Management experience of the delivery of services in an Information or IT environment  | Desirable  
| Experience of managing a budget and of financial procedures and planning  | Desirable  

**Personal attributes**

| Conveys positive attitude  | Essential  
| Personal credibility and integrity  | Essential  
| Motivation towards customer service excellence and quality  | Essential  
| Open to collaborative ways of working  | Essential  
| Encouraging towards innovation and development  | Essential  
| Open communication style  | Essential  
| Sensitivity and empathy with users, colleagues and staff  | Essential  