

Job title	Head of Digital Services
Grade	Grade 10
Salary range	£54,765 - £58,089
Staff Group	Unestablished Academic-related
Department / Institution	University Library

Role-specific information

Role Summary

The Head of Digital Services will lead on managing the technical capabilities, and provision of end user support for all IT related technology and services across Cambridge University Libraries, and those services provided to the wider library community in Cambridge (circa 100 libraries).

The portfolio of Digital Initiatives responsibilities covers defining the technical capabilities strategy, and the development and maintenance of system capabilities to support the following activities of Cambridge University Libraries.

- Desktop services & Service Desk
- Digital Library
- Library Management Systems
- Discovery & accessibility
- Digital preservation
- Digital repository services
- Academic Services
- Research Services
- Digital forensics / analytics
- Electronic Legal Deposit Access service
- Consultancy & academic support
- Emerging & evolving technologies
- Digitising & digital reformatting
- Library website and related services
- Software acquisition & development
- Web application development
- Archive & warehouse systems

The Head of Digital Services has responsibility for the operational management and technical oversight of the Libraries' IT infrastructure, systems, services and staff, and will work with the Deputy Director of Digital Initiatives to deliver and shape the Libraries' digital and IT strategy.

The role holder will manage the teams responsible for the library management and discovery service, web services and the IT infrastructure and desktop support teams (12 staff). They are responsible for the IT budget and will need to ensure an appropriate balance of expenditure on information systems, services and infrastructure to meet strategic priorities and deliver resilient services in a complex and challenging funding environment.

The role holder will actively engage with all library departments to support their activities and delivery of the Library's strategy by providing support and appropriate digital services that are robust, effective and user-focused. They will lead and liaise with library departments and end users to ensure that requirements are understood and services agreed.

The Head of Digital Services will have a thorough understanding of the business areas and their capabilities, analyse business requirements and work with the Libraries' Development and Digital Teams, the University Information Services and suppliers to enhance and deliver suitable solutions, systems and services for the Libraries and their users. The role holder will work with the University's Information Services to ensure delivery of critical IT services and systems that underpin the libraries' operations across the University

Key Responsibilities

Leadership

- As a member of the Digital Initiatives Management Team and the Libraries' Senior Management Group to contribute to the strategic direction of the Division, the delivery of services and infrastructure, and support of the library's strategy
- Planning, management and coordination of activities within Digital Services
- Provide leadership within Digital Services to work collaboratively with others areas in Digital Initiatives for the development and management of services provided across the University Library and affiliates and to the wider library community in Cambridge as appropriate
- Actively engaging with the annual financial planning round to identify future requirements across the UL for services, software and equipment. Manage and control expenditure within the allocated budget according to University and Library policy and procedures, including the management of suppliers and contracts as necessary.

Service Development

- Establish the appropriate method for identifying and creating services based upon business needs, and then perform analysis, design, development, testing and documentation work as required to implement or purchase capabilities, where necessary working with the Digital Development and Scholarly Communication teams, and others across the library community.
- Liaise with IT Service providers (e.g. UIS and commercial suppliers) regarding IT requirements, service delivery and service development and maintain an active relationship with them to ensure delivery of strategic and operational Library IT infrastructure and other services.
- Plan, prioritise, review and co-ordinate work allocation within the Digital Services team to ensure efficient working and to meet agreed schedules and service

Service Management & Delivery

- Maintain the operational support teams appropriate to the range of services provided to ensure services are reliable, meet business needs and are cost effective and up-to-date.
- Manage the provisioning, running and delivery of infrastructure, systems and IT services to the Library and library community as appropriate.
- Manage the delivery of support for library staff and users in use of such technologies and systems that are in place to facilitate discovery and use of collections via web pages, helpdesks and via onsite assistance.
- Respond to operational issues to ensure quality of service (including the servicing of ad hoc requests for information, manual running of certain tasks, bug diagnosis and fixing).
- Regularly report and review plans and change requests with user representatives and project management, raising and managing issues & risks as necessary.

Staff Management & Development

- Provide effective leadership and management for Digital Services staff.
- Selection, hiring, and management of staff team members and provide mentoring, coaching and help as required, ensuring full spectrum of staff reviews and development is undertaken.

Personal Development

- To keep abreast of technological advances & working practices; acquire new skills to maintain the role of technical authority in the specialist applications, tool sets and methods required to provide the specialist library technical services.
- Develop and maintain external networks, including relevant user groups, to share knowledge and best practice in technology and systems developments affecting libraries and to seek opportunities for collaborative working

Person Profile

This section details the knowledge, skills and experience we require for the role.

Education & qualifications	Essential: <ul style="list-style-type: none">• Educated to degree level or extensive industry experience• Evidence of continued professional development
Specialist knowledge & skills	Essential: <ul style="list-style-type: none">• Proven capability in and understanding of information technology in a scholarly environment• Excellent IT literacy including desktop operating systems and software across Windows and other environments.• Proven ability to manage complex projects, work under pressure, and prioritise, schedule and balance workloads and those of others in the face of conflicting and uneven demands.
	Desirable <ul style="list-style-type: none">• Strong proven knowledge of specialist library systems including library management, discovery, archival and digital resource systems• Knowledge & contextual understanding of emerging trends in digital archiving, digital curation, digital preservation and digital imaging technologies• Knowledge of and commitment to current best practices in user experience and web usability

<p>Interpersonal & communication skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills, including report-writing, presentations, and networking • Experience of service delivery in an academic or research library and ability to work with academics, researchers and students • Extensive experience in leading teams of technical and library support staff • Experience of team leadership Mentoring/Coaching/Training • Extensive experience of managing external software vendors, influencing and shaping initiatives in conjunction with key stakeholder • Good communication skills in order to discuss and convey detailed and precise technical information to technical and non-technical staff, verbally and written <p>Desirable</p> <ul style="list-style-type: none"> • Excellent Presentation Skills
<p>Relevant experience</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Significant experience in a senior librarianship (or equivalent) post, with demonstrable success in a service-orientated organisation • Proven leadership and experience in the area of innovation, strategy development, planning and delivery of user services • Experience of leading and managing a successful technical services operational team • Broad experience of development and support, ideally in the HE/Library sector • Planning and monitoring projects within budget <p>Desirable</p> <ul style="list-style-type: none"> • Working knowledge & experience of software development methodologies, computer operating systems and procedures • Working knowledge & experience of using open source and innovative new technologies and cloud based services
<p>Additional requirements</p>	<p>Essential</p> <ul style="list-style-type: none"> • Ability to work in a fast changing environment that requires continual development of knowledge and skills • Ability to switch between multiple ongoing projects efficiently • Ability to prioritise workloads and work accurately under pressure to meet deadlines <p>Desirable</p> <ul style="list-style-type: none"> • Ability to pick up and maintain unfamiliar software • Project management skills including planning skills • Participation in recognised IT forums as a nominated delegate • Experienced in managing digital services in an extended working hours environment

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at which level and whether this is an essential or desirable requirement. Full definitions are at <http://www.admin.cam.ac.uk/offices/hr/policy/behavioural/attributes/>; please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Behavioural Attribute	Level	Desirable or Essential
COMMUNICATION	B	Essential
ACHIEVING RESULTS	A	Essential
VALUING DIVERSITY	A	Essential
RELATIONSHIP BUILDING	A	Essential
ACHIEVING RESULTS	A	Essential
STRATEGIC FOCUS	B	Essential
PEOPLE DEVELOPMENT	B	Essential
NEGOTIATING & INFLUENCING	B	Desirable
INNOVATION & CHANGE	B	Essential

Terms and Conditions

Location	University Library, West Road, Cambridge, CB3 9DR
Working pattern	Full-time
Hours of work	There are no formal conditions relating to hours and times of work but you are expected to work such hours and days as are reasonably necessary for the proper performance of your duties. Your times of work should be agreed between you and your head of institution.
Length of appointment	Permanent
Probation period	9 months
Annual leave	Full time employees are entitled to annual paid leave of 6.6 weeks (or 33 days), plus public holidays.
Pension eligibility	Universities Superannuation Scheme (USS) Pension scheme details, including information about the legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme from 1 March 2013, is available at: http://www.pensions.admin.cam.ac.uk/ . .
Retirement age	The University does not operate a retirement age for unestablished academic-related staff.

Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. If you need further information, you may find the Right to Work page within the 'Applying for a job' section of the University's Job Opportunities pages helpful (please see <http://www.jobs.cam.ac.uk/right/have/>).

Application Process

To submit an application for this vacancy, please click on the link in the 'Apply online' section of the advert published on the University's Job Opportunities pages. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 11th July 2019. Informal enquiries about the post can be made to the Deputy Director of Digital Initiatives via DeputyDirectorDigital@lib.cam.ac.uk

Interviews are expected to take place week commencing 22nd or 29th July 2019.

General Information

The University of Cambridge

The University of Cambridge is one of the world's oldest and most successful Universities, with an outstanding reputation for academic achievement and research. It was ranked first in the 2011 QS World University Rankings and its graduates have won more Nobel Prizes than any other university in the world. The University comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous colleges.

The University and the Colleges are linked in a complex historical relationship. The Colleges are self-governing, separate legal entities which appoint their own staff. They admit students, provide student accommodation and deliver small group teaching (supervisions). The University awards degrees and its faculties and departments provide lectures and seminars for students, determine the syllabi for teaching and conduct research.

There is much more information about the University at <http://www.cam.ac.uk/univ/works/index.html> which we hope you will find helpful.

Cambridge University Library:

Cambridge University Library is one of the world's great research libraries. The Library is a major scholarly resource, not only for the University's academic community, but also for researchers nationally and internationally. Cambridge University Library has been collecting books and manuscripts since the 14th century and now has one of the greatest and most accessible collections of books and manuscripts in the world. As a legal deposit library for over 300 years, the University Library also has comprehensive holdings of UK publications, as well as extensive collections built up through purchase over several centuries.

Organisationally, the University Library comprises the main University Library and its affiliated libraries (see below for a list of all Affiliated Libraries).

The University Library Affiliated Libraries List:

- The African Studies Library
- The Architecture and History of Art Library
- The Asian and Middle Eastern Studies Library
- The Betty and Gordon Moore Library for Physical Sciences, Mathematics and Technology
- The Casimir Lewy Library (Philosophy)
- The Classics Library
- The Divinity Library
- The Engineering Library
- The English Library
- The Everton Library (Education)
- The Haddon Library (Archaeology and Anthropology)
- The Marshall Library (Economics)
- The Medical Library
- The Modern and Medieval Languages Library
- The Pendlebury Library (Music)
- The Seeley Library (History)
- The Social and Political Sciences Library (Sociology and Land Economy)
- The South Asian Studies Library
- The Squire Law Library

The Radzinowicz Library (Criminology)
The Rayleigh Library (Physics)
The Whipple Library (History and Philosophy of Science)

What the University can offer you

One of our core values at the University of Cambridge is to recognise and reward our staff as our greatest asset. We realise that it's our people who have built our outstanding reputation and that we will only maintain our leading position in the academic world by continuing to attract and retain talented and motivated people. If you choose to come and work with us, you will find that we offer:

- **Excellent benefits** – You will be eligible for a wide range of competitive benefits and services, including numerous discounts on shopping, health care, financial services and public transport. We also offer defined benefits pension schemes and tax-efficient bicycle, car lease and charity-giving schemes.

We will help you balance your home and work life by providing you with generous annual leave entitlement and procedures for requesting a career break or flexible working arrangements if you need them. You will also have access to a range of well-being support services, including in-house Occupational Health and Counselling services. If you have childcare responsibilities, you may also benefit from the enhanced maternity/adoption pay, two nurseries and a holiday play scheme that we provide.

We are keen to welcome new employees from other parts of the UK and other countries to Cambridge. If you will be relocating to Cambridge on a centrally funded appointment of two years or more, you may be eligible for our relocation expenses scheme. The University Accommodation Service (<http://www.accommodation.cam.ac.uk/>) will also be available to help you find suitable rented accommodation and to provide advice on renting arrangements and local facilities, if required. In addition, certain academic and academic-related appointments are eligible for the Shared Equity Scheme which offers financial assistance with the purchase of living accommodation.

- **A welcoming and inclusive environment** - We will help you settle into your new role and working environment through a central University induction event, local induction activities and our online induction package. Where appropriate to your role, you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs.

If you are relocating to Cambridge, you and your family will be welcome to attend the Newcomers and Visiting Scholars Group, which provides an opportunity to find out more about Cambridge and meet other people new to the area.

- **Extensive development opportunities** - The encouragement of career development for staff is one of the University's core values. We put this into practice through various services and initiatives, including:
 - A wide-range of training courses and online learning packages.
 - The Staff Review and Development (SRD) Scheme, which is designed to enhance work effectiveness and facilitate career development post-probation.
 - Leave for career and personal development, including long-term study leave for assistant staff and sabbatical leave for academic staff.
 - The CareerStart@Cam programme, which supports assistant staff roles without higher education qualifications to develop their skills, experience and qualifications. Assistant staff may also apply for financial assistance for study which results in a qualification.
 - Reduced staff fees for University of Cambridge graduate courses.
 - The opportunity to attend lectures and seminars held by University departments and institutions.
 - Policies and processes dedicated to the career development of researchers and the implementation of the principles of the Concordat, which have led to the University being recognised with an HR Excellence in Research Award by the European Commission.

You can find further details of the benefits, services and opportunities we offer can be found in our CAMBens Employee Benefits web pages at <http://www.hr.admin.cam.ac.uk/pay-benefits/cambens->

[employee-benefits](#). A range of information about living and working in Cambridge is also available to you within the University's web pages at <http://www.jobs.cam.ac.uk/> and <http://www.hr.admin.cam.ac.uk/hr-staff/information-staff>.

Equality of Opportunity at the University

We are committed to a proactive approach to equality, which includes supporting and encouraging all under-represented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

We have various diversity networks to help us progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, we were ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall's Workplace Equality Index 2013 and we hold an Athena SWAN silver award at organisation level for promoting women in Science, Technology, Engineering and Medicine.

We are supportive of staff with caring responsibilities, such as through our flexible working, career break and returning carers schemes. We encourage individuals to include details of any breaks in employment due to caring responsibilities in applications for employment so that these can be taken into consideration in assessments made, where appropriate.

Information if you have a Disability

The University welcomes applications from individuals with disabilities and we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so, and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, Camilla Jefferies who is responsible for recruitment to this position, on 01223 747454 or by email on jobs@lib.cam.ac.uk. Alternatively, you may contact the HR Business Manager responsible for the department you are applying to via hrenquiries@admin.cam.ac.uk.