

### About the role of Member Services Manager

This is an excellent opportunity for a self-motivated, organised individual interested in developing their organisational, project and people management skills. While knowledge of higher education and / or of academic libraries would be an advantage, most importantly the successful candidate will show that they have the skills and attributes to make a success of the role.

The Member Services Manager 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 to help develop new services as required. This will include supporting the delivery of events and communications to members. They will work closely with the Executive Director and Board to deliver SCONUL's work programme and will contribute to the organisation's growth and development across the board.

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.

### SCONUL's strategy and work programme

SCONUL has a set of strategy and operational 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. This includes developing and delivering a set of projects with and on behalf of members. The working groups are supported by the Executive Director and the SCONUL staff, including the Member Services Manager. Our Strategy document provides more detail on all areas of our work and is available at: <https://www.sconul.ac.uk/sites/default/files/documents/SCONUL%20Strategy%202019%20-%202022.pdf>.

<b>Salary:</b>	In the region of £34k
<b>Contract:</b>	The Member Services Manager is a full time post. However, we are also happy to consider secondments.
<b>Location:</b>	The post is based in SCONUL's London office close to Euston Station, but will involve occasional travel to other sites. We would be happy to discuss flexible working arrangements.
<b>Background checks:</b>	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 final salary 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 9am on Monday 23<sup>rd</sup> March.

Interviews will be held in the week commencing Monday 6<sup>th</sup> April.

## Member services manager

### Job Title: Member services manager

Job Holder: tbc

Line Manager: Executive Director

Salary: £34,000

### Job purpose:

To ensure that members are provided with high quality services which are responsive to their needs. To contribute to the organisation's growth and development via a range of delegated activities.

### Principal Accountabilities (Responsibilities):

- Responsibility 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 functionality. (60% of role)
- Responsibility for other specific projects, as delegated by the Executive Director.
- To undertake development of new services or initiatives as required.
- Support the activities of the SCONUL Services Group and Communications Advisory Group including through the production of appropriate papers and taking minutes of the meetings.
- Liaison with members, regional groups and other external partners nationally to facilitate the effective sharing of information of SCONUL's work.
- Communications planning and administration, including overseeing document design and production.
- Supporting the Executive Director and Board in the development and delivery of operational planning.
- Inputting into the shape and content of SCONUL events and supporting the team to deliver these effectively.
- Managing the administration of the Board agenda on an on-going basis to enable the Board to fulfil its proper functions and taking Board minutes.
- Undertaking any other duties that may be required within a small and flexible office team
- Attending SCONUL Board meetings and contributing to discussions on our services.

## Member services manager

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

Membership – 185

Budget for projects and events (ensuring costs are in line with planned expenditure)

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

- Members – work closely with members on service delivery and development
- Other external bodies – occasionally attending meetings and sharing information on SCONUL’s work
- 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 – working with them on the development of services, sharing intelligence on member priorities and views.
- 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
- Operational planning – over the course of the three year strategy
- Events programme – planning up to 3 years ahead
- Production of SCONUL statistics – working to annual cycle

### Person Specification:

#### Qualifications, knowledge and experience:

- Degree level qualification or equivalent experience
- Good understanding of key strategic issues for HE and /or library and information services would be an advantage
- Experience of working within a membership organisation would be an advantage

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## Member services manager

### Skills, Abilities and Competencies

#### Essential:

- Very strong administration and organisational skills and a proven track record in this area.
- Flexible with a can-do attitude
- High level IT and numeracy skills
- Able to plan, develop and implement 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.

#### Desirable:

- Expertise of website development and / or management.