Director of Student and Library Services
Dear Applicant

May I take this opportunity to thank you for your enquiry about the vacancy for the post of Director of Student and Library Services

Teesside University is a modern university with a growing reputation for academic excellence and for an outstanding student and learning experience informed by engagement with research, business and the professions.

We have set out a programme of transformation to 2020 that will drive academic ambition and deliver excellence for our students, partners and the communities we serve. It will position Teesside as an international university at the heart of Teesside that transforms lives and economies.

We are seeking an individual with the energy, experience, skills and knowledge to help us realise our aspirations for the University.

Working at Teesside University is a stimulating, enjoyable and rewarding experience and I wish you every success with your application.

Yours sincerely

Professor Paul Croney
Vice-Chancellor and Chief Executive
About Teesside University

Teesside University is a dynamic, energetic and innovative institution, founded on more than 85 years of teaching and learning. The University has an inclusive, consultative, responsive, friendly and open approach, and has had significant positive social, economic and cultural impact on the local communities and the wider economies of the North East and North Yorkshire.

The University fosters creativity, enterprise and innovation, shaping the lives of students from over 100 countries worldwide. The portfolio of thought-provoking and industry-relevant courses makes the University a popular choice for students across the globe.

Teesside University continues to build on an upward trajectory with recent success in the latest Guardian league table (Guardian University Guide 2019) and is listed in the Times Higher Education Young University Rankings 2018*. These rankings are a testament to the commitment, talent and passion of the University’s community who all make a valuable contribution.

The University delivers outstanding teaching, research and business engagement. Its Research Grand Challenge themes address five core areas of research and innovation and bring to bear the University’s diverse range of expertise. It works in partnership and across traditional discipline and subject boundaries. This multifaceted approach aims to provide the fresh thinking needed to help address some of the biggest national and global challenges that face society. The themes focused on are health and wellbeing, resilient and secure societies, digital and creative economy, sustainable environments and learning for the 21st century.

Teesside University has invested more than a quarter of a billion pounds on its estate in recent years, reinforcing its commitment to providing the very best student and learning experience. It has committed to investing an additional £300m over the next 10 years to further enhance the experience of all students, staff and partners. Work has already started on a £12.5m Student Life building for all student-facing services, a £7.5m new home for the growing Business School, significant transformation of residential accommodation and the £22m National Horizons Centre.

The University is also committed to its Future Facing Learning initiative, embracing cutting-edge digital technology to completely change the way that students learn across the portfolio of academic courses. This initiative provides students with the knowledge, skills and tools to thrive and succeed in a complex and ever-changing world. The initiative involves Teesside University Advance which sees all new eligible full-time undergraduate students receive an Apple iPad and a specially selected toolkit of apps to enable them to excel at university and beyond. The Digital Development Programme, supported by Microsoft, seeks to upskill and support our academic staff so they can embrace digital technology to further enhance their teaching.

Teesside University was awarded a Silver rating in the government’s Teaching Excellence Framework and recently secured a Gold accreditation against the Investors in People Standard for the third time.

*tees.ac.uk/source
History

Teesside University is the only university wholly based within the Tees Valley with its origins in the period after World War 1. Joseph Constantine, a local shipping magnate, made a gift to the town to stimulate the establishment of a technical college, formally opened by the Prince of Wales in 1930, to support Middlesbrough’s booming engineering and shipping industries.

In 1969, the college became Britain’s 13th polytechnic, and by 1970 the student population had grown to 3,000. Major redevelopment followed and in 1978 Teesside Polytechnic merged with Teesside College of Education as the campus continued to expand.

In 1989, Teesside Polytechnic left local authority control and became a self-governing independent higher education institution. In 1992, the polytechnic received university status. Subsequent years have been characterised by the rapid expansion of student numbers, diversification of our teaching and learning programmes, and continuous enhancement of the University’s reputation.

In 2011, Teesside opened a landmark University campus in Darlington and, in 2014 the University acquired mima (Middlesbrough Institute of Modern Art), an internationally renowned TATE+ gallery. This further underlined Teesside University’s contribution to the successful development and celebration of culture on a regional, national and international scale.

In 2015, the landmark Campus Heart development – including the £20m teaching and learning building The Curve, Students’ Union investment, and extensive landscaping with the installation of living wall and outdoor big screen – was completed, forming an iconic central focus to the campus.

Additional investment has also seen the £10m acquisition and development of high-quality student accommodation at Teesside Central Halls, the £6m redevelopment of the Orion science and engineering building with new facilities including a jet engine testing laboratory, distillation laboratory and flight simulator, and a new £2.75m gym.
Teesside University and the region

Teesside University has two campuses in Middlesbrough and Darlington, part of the Tees Valley, an exceptional destination to work, live and visit.

The main campus is set in the heart of the town of Middlesbrough, a five-minute walk from the high street shops and restaurants, train and bus stations, and leisure facilities. The friendly town of Middlesbrough has received considerable investment and benefits from well-known high street stores, independent shops, restaurants, cinemas, bars and the mima art gallery which is also part of the University.

This diverse region is unique and impressive with its industrial skyline, rolling green landscapes and beautiful coastlines and benefits from good rail links to local cities such as Newcastle, York and Durham.

Teesside University is an integral part of Middlesbrough’s history and its impact – celebrated explorers, introducing the first passenger railway and providing the steel that built the modern world. That legacy lives on today in the area’s rail and engineering industries, its deep-sea port and advanced manufacturing heart.
The ambitions for this region are deliberately high and this drive and motivation continues to draw in and retain the many international companies which operate out of the Tees Valley. The University, as a partner focused on employer engagement and innovation, is a catalyst for sustained economic success.

Middlesbrough is full of pleasant open spaces, old and modern buildings, and is a multicultural place where people from around the world call home. Our local community celebrate together through a variety of festivals and important dates and allow us to understand their significance with events such as Middlesbrough Mela. Middlesbrough has meeting areas for different faiths, all within walking distance of the campus.

Find out more

tees.ac.uk/region
Corporate strategy

Teeside 2020, the University’s corporate strategy has a clear focus on developing and enhancing our academic aspirations enriched by research and engagement with business and the professions. We believe passionately in delivering an outstanding learning and student experience in a high-quality environment. In doing so we will build the Teesside University brand and reputation both nationally and internationally through our academic portfolio, research, and partnerships.

Teeside 2020 will drive academic ambition and deliver excellence for our students, partners and the communities we serve. It will position Teesside as an international university at the heart of the Tees Valley that transforms lives and economies.

The strategy will build on a period of unprecedented growth for the University that has seen us invest more than £270 million to develop our estate at both our main campus in a revitalised Middlesbrough town centre, and at our knowledge campus at Central Park in Darlington which is now home to the National Biologics and Manufacturing Centre. This investment reflects the commitment we continue to give to support, inspire and develop our students to fulfil their potential and make positive contributions to communities, businesses, professions and economies – regionally and internationally.

When this investment is combined with Teesside 2020 it will give us the opportunity to deliver a vision that will allow the University to realise its ambition to be a university with an international reputation for academic excellence.

Teeside 2020 sets out a new vision for the University that raises the aspiration and ambition of Teesside University to be an international university at the heart of the Tees Valley with a reputation for academic excellence. It will respond to the challenges and opportunities facing universities and build Teesside’s brand and reputation both nationally and internationally.

Find out more: tees.ac.uk/mission
Vision
Teesside will be a leading university with an international reputation for academic excellence that provides an outstanding student and learning experience underpinned by research, enterprise and the professions.

Mission
Teesside University generates and applies knowledge that contributes to the economic, social and cultural success of students, partners and the communities we serve. Through education enriched by research, innovation, and engagement with business and the professions, we transform lives and economies.

Values
At Teesside University we seek to enhance the experience of all our students, staff and external partners by:
• delivering excellence in learning, research and enterprise
• empowering individuals and teams to enhance their contribution to the University
• fostering creativity, enterprise and innovation
• embracing diversity and actively opposing prejudice
• communicating openly, honestly and respectfully at all times
• committing to sustainability and the protection of our environment
• taking responsibility and demonstrating leadership.
‘Student and Library Services contributes to Teesside University’s outstanding student and learning experience by inspiring and empowering success for learning and for life.’
Student and Library Services

Deputy Director
Resilience, Sport and Wellbeing
- Deputising for Director as appropriate
- University sport
- Tees Valley county sports
- Partnership liaison
- Counselling
- Chaplaincy
- Information and advice (second line upwards) including:
  - finance
  - international
  - equality and diversity
  - harassment
  - accommodation welfare liaison.
- Staff recruitment, deployment and learning and development

Deputy Director
Learning Development
- Deputising for Director as appropriate
- Disability Services
- ASAs
- Inclusive curriculum contribution
- Digital literacy and learning skills development and teaching
- RSO role
- Learning hub
- Department liaison including customer account planning
- Learning spaces development
- Integrated single point of contact service desks (physical and virtual, incorporating (former Student Services) Information and Advice first line and Library (IZone) and Roving Support
- Staff recruitment, deployment and learning and development

Deputy Director
Content and Research Support
- Deputising for Director as appropriate
- Content and collections management
- Institutional repository
- Research skills development
- Archives and special collections
- Copyright and licensing, Intellectual property
- Department systems expert users
- Student and Library Services communication
- Web content development co-ordination
- Staff recruitment, deployment and learning and development

Assistant Director
Business Quality and Planning
- Deputising for Director as appropriate
- Finance monitoring
- Legal compliance
- ACT
- Departmental business services including:
  - human resources administration
  - staff learning and development co-ordination
  - project management administration
  - facilities management
  - business process improvement
  - quality standards, service evaluation and performance measurement.
- Staff recruitment, deployment and learning and development
Student and Library Services

Director of Student and Library Services

This outstanding opportunity requires a person to create an integrated department, offering an integrated service. The department is made up of multidisciplinary teams delivering an excellent student experience. The successful individual will maintain the high standards (on all levels) already reached within the Library, whilst developing Student Services ensuring the two elements work together to achieve an integrated vision.

The role holder will lead on transformation and change, developing the leadership team within the department to ensure any change is implemented and maintained; enabling different ways of working together to meet the vision. The successful candidate will therefore need experience in leading change, particularly having involvement in the people element of change.

The successful candidate will be responsible for establishing and maintaining partnerships with academic Schools and professional support services within the institution, to deliver the best possible service to students under one roof. The new Student Life building will provide the single initial point of contact for a range of student matters in one building, and will provide a manifestation of the vision for Student and Library Services. This role will therefore be responsible for developing, delivering, enabling and inspiring the vision of Inspiring and empowering success for Learning and Life. In addition, the role holder will need good political and diplomatic sense in order to navigate between requirements of both academic schools and professional support services to achieve the best possible outcome.

The role will also require the development of an access and participation plan, collaborating with the Pro Vice-Chancellor Learning & Teaching and leading various teams and committees to ensure the plan is realistic and proportionate, whilst at the same time developing an innovative and best practice approach to access and participation. Critically the role will need to develop clear evaluation activity based on the vision of the University as defined in Teesside 2020, which highlights the need for performance measurement and evaluation as part of the Student and Library Services approach.

The role will also be heavily involved in University-wide projects, including Strategic and Transformational Change Projects (such as the Digital Transformation Project) and will have opportunity to Chair/lead various groups and committees accordingly.

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Duties and responsibilities

1. Contribute to the development of the University’s overall vision and strategic objectives detailed in the Corporate Strategy: Teesside 2020.

2. Lead on departmental development and annual planning to support the delivery of the student and learning experience across the University.

3. Provide vision and leadership for the development, implementation and delivery of a full portfolio of Student and Library Services (including student accommodation advice and guidance, chaplaincy, counselling, disability services, sport and wellbeing, international student support, student funding advice and learning development and library services).

4. As a member of the University Senior Management Team, work closely with colleagues in all Schools and departments to deliver effective student journeys that enhance the student and learning experience.

5. Work across the University’s campuses and other partnerships to deliver strong student-facing student and library services.

6. Lead on the development, implementation and evaluation of the University’s access and participation plan, and other relevant areas of work associated with the Office for Students.

7. Ensure effective leadership, management and deployment of staffing resource within Student and Library Services, in line with relevant University policies and timescales.

8. Prioritise and lead multiple projects meeting deadlines and targets.

9. Prepare bids for funding/grants from external agencies. Ensure the effective delivery of these projects.

10. Develop staff capability and talent in line with the Teesside 2020.

11. Represent the University in a variety of external professional networks.

12. Undertake other duties and responsibilities of relevance to the role, as may be required from time to time by the University Executive Team.

13. Promote equality and diversity for staff and students.

14. Operate within the University’s values.

15. Adhere to the University’s health and safety policy and guidelines.
# Person Specification

## Director of Student and Library Services

### Qualifications
- Educated to Degree Level
- Educated to Masters level
- Membership of a relevant Professional Body (for example; AUA, BACP, NADP or CILIP)

### Knowledge and expertise
- Extensive knowledge of the UK higher education environment and current issues.
- Extensive experience of operating within either a higher education library or student services function at senior management level.
- Experience of writing or significantly contributing to the development of the access and participation plan (previously known as the access agreement).

### Leadership and management
- Experience of effective leadership of diverse groups of professional staff.
- Evidence of working with individuals and teams to deliver against University objectives and achieve their full potential.
- Demonstrable ability to provide strategic leadership and direction to the Senior Management Team in shaping and driving all aspects of the department’s strategy.
- Recent experience and evidence of success in leadership and management and demonstrable potential to lead at a strategic level.
- Ability to work strategically at cross University level.
- Ability to develop and structure roles to enhance staff motivation, development and succession planning.
- Experience of setting standards and monitoring progress in a considerable area of responsibility.
- Ability to drive transformational change and support others to engage with the change.
- Evidence of supporting high performers and addressing under performance through effective and constructive coaching.
- Willingness to participate in all mandatory University leadership and management programmes.

### Analysis and research
- Ability to research and utilise external professional best practice to improve department performance.

### Liaison and networking
- Experience of developing successful collaborative links internally and externally to the University.
- Experience of promoting the department and University externally.
- Recent experience of chairing, or demonstrable potential to chair, relevant department/University committees and external meetings.

### Initiative and problem solving
- Ability to think strategically about the area of responsibility in the context of the University’s corporate strategy and the changing external environment.
- Ability to contribute to strategic decision making and pursue opportunities to further develop your area of responsibility within the department and across the University.

### Planning and organisation
- Highly developed organisational skills in relation to budget and resource management within a substantial area of responsibility.
- Ability to forecast resource needs in line with future trends and developments.

### Values
- A positive, inclusive and collegial leadership style, and the ability to inspire and motivate others to achieve results.
- Demonstrable evidence of considering and acting in line with University values.
- Experience of creating a culture of openness and trust encouraging staff to consistently behave in line with the University values.
- Commitment to support the University mission and to working within University policy and procedures.
KEY TERMS AND CONDITIONS OF SERVICE

Salary
Competitive salary

Annual leave
In addition to statutory, bank and public holidays, you are entitled to 35 working days paid holiday.

Hours
As required by the duties of the position.

Notice
Your appointment shall be terminable, by your giving the institution four months’ notice in writing or by the institution giving you four months’ notice in writing, except in the case of dismissal for gross misconduct.

Relocation
Up to £6,000 is awarded towards the cost of relocating/temporary accommodation/legal fees etc, conditions apply.

Travel allowances
Use of private vehicle on University business (not exceeding 120 miles) is reimbursed at 45p per mile.

Car parking
The University has on site car parking. Passes are issued annually for a small monthly fee.

Staff development
Extensive personal, organisational, management and information technology development programmes are available for members of staff. All development is agreed through the University Personal Development Review Scheme.

TIMETABLE

Closing date: 21 September 2018
Interview date: 22 October 2018

USEFUL LINKS

Teesside University: tees.ac.uk
Research and REF 2014: tees.ac.uk/research
Mission and vision, with links to the University Corporate Strategy 2015-20: tees.ac.uk/uet
Director of Student and Library Services

Appointment process

Teesside University has appointed Veredus, an executive search agency, to advise on this appointment.

The selection panel will include: Chair, Professor Paul Croney (Vice Chancellor and Chief Executive); Professor Mark Simpson (Pro Vice-Chancellor, Learning and Teaching); Mrs Juliet Amos (Executive Director of Human Resources); and an external panel member (to be confirmed).

All applications will be considered by the selection panel.

If you are successful at the application stage, you will be invited to attend a preliminary interview with Veredus.

It is expected that final panel interviews will be held at Teesside University.

Please see the timetable below for indicative dates:

<table>
<thead>
<tr>
<th>Event</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closing date</td>
<td>5.00pm, Friday, 21 September 2018</td>
</tr>
<tr>
<td>Longlist meeting</td>
<td>Week commencing 24 September 2018</td>
</tr>
<tr>
<td>Preliminary interviews with Veredus</td>
<td>Post longlisting</td>
</tr>
<tr>
<td>Shortlist meeting</td>
<td>Week commencing 8 October 2018</td>
</tr>
<tr>
<td>Additional assessments, informal discussions with Teesside University, referencing</td>
<td>Post shortlisting</td>
</tr>
<tr>
<td>Final panel interviews</td>
<td>Week commencing 22 October 2018</td>
</tr>
</tbody>
</table>

These dates are accurate at the time of writing but may be subject to change.
Director of Student and Library Services

How to apply

In order to apply for this position please visit the Veredus website veredus.co.uk, then search for the position using the unique reference number 930948, click on the apply button, then complete the email, ensuring you attach the following documents:

• a CV setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps within the last two years. Please ensure that you also include current salary details and benefits. Please ensure that you have included mobile, work and home telephone numbers on your CV, as well as any dates when you will not be available or might have difficulty with the indicative timetable

• a Supporting Statement (around two pages of A4) explaining how you consider your personal skills, qualities and experience to provide evidence of your suitability for the role, with particular reference to the criteria in the person specification

• you are invited and encouraged to complete the Equality and Diversity monitoring form.

All submissions will receive an automated response. In the event that you do not receive confirmation of receipt when submitting your application please contact us on 0207 932 4236.

The deadline for applications is 5.00pm, Friday 21 September 2018.

Queries

Should you wish to have an informal, confidential discussion about the post, please call our advising consultants:

• Bruno Anili, 020 7932 4204
• Nataliya Starik-Bludova, 020 7932 4265.
ANNEX A: Equality and Diversity Monitoring Form

The intention of monitoring and analysis is to establish if there are different success rates between genders, people of different sexual orientation, ages, different ethnic backgrounds or faiths, and people with disabilities. If there are differences in success rates it will enable action to be taken to ensure that no group is treated unfairly. Your answers will be treated confidentially and will not affect your application in any way.

Personal Details:

<table>
<thead>
<tr>
<th>Age:</th>
<th>16-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-64</th>
<th>65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender:</td>
<td>Male</td>
<td>Female</td>
<td>Prefer not to say</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender Identity (if appropriate)</td>
<td>If you identify as transsexual, transgender (in that you have effected a permanent change of gender identity) or as intersex which group do you identify with?</td>
<td>Transsexual</td>
<td>Transgender</td>
<td>Intersex</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Working Pattern: | Part time | Full time | Job Share | Other |}

Ethnic origin: Please tick against one of the following:

**Asian or Asian British**
- Bangladeshi
- Indian
- Pakistani
- Any other Asian background
- Please specify below if you wish

**Mixed**
- White and Black Caribbean
- White and Black African
- Asian and White
- Any other mixed background
- Please specify below if you wish

**Black or Black British**
- African
- Caribbean
- Any other Black background
- Please specify below if you wish

**White**
- British
- English
- Irish
- Scottish
- Welsh
- Any other White background
- Please specify below if you wish

**Chinese or Other ethnic group**
- Chinese
- Any other
- Please specify below if you wish

**Prefer not to say**
Disability: Please tick against one of the following:

Do you consider yourself to have a disability under the Equality Act 2010?
In the Act, a person has a disability if:

- they have a physical or mental impairment
- the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities

For the purposes of the Act, these words have the following meanings:

'substantial' means more than minor or trivial

'long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring or fluctuating conditions)

'normal day-to-day activities' include everyday things like eating, washing, walking and going shopping

Yes [ ] No [ ] Prefer not to say [ ]

Please describe the nature of your disability

---

This information is provided for monitoring purposes only – if you need any reasonable adjustments you should arrange these separately.

Religion or belief: Please tick against one of the following

<table>
<thead>
<tr>
<th>No religion</th>
<th>Jewish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baha'i</td>
<td>Muslim</td>
</tr>
<tr>
<td>Buddhist</td>
<td>Sikh</td>
</tr>
<tr>
<td>Christian</td>
<td>Other</td>
</tr>
<tr>
<td>Hindu</td>
<td>Please specify below if you wish.......................</td>
</tr>
<tr>
<td>Jain</td>
<td>Prefer not to say</td>
</tr>
</tbody>
</table>

Sexual Orientation: Please tick against one of the following

<table>
<thead>
<tr>
<th>Bisexual</th>
<th>Gay Man/Homosexual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gay Woman/Lesbian</td>
<td>Heterosexual/straight</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td></td>
</tr>
</tbody>
</table>

Please indicate which media/journal you saw this position advertised in.................................