



Edge Hill University

Catalyst Manager

Reference: EHA1634-0522

Salary: £31,406 - £34,304 per annum
Grade 7, Points 27 – 30

Contract Type: Permanent

Hours: Full Time (36.25 hours per week)

Location: Ormskirk



It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

**Edge Hill
University**

**Catalyst Manager
Full Time, Permanent
EHA1634-0522**

Accountable to: Director of Library and Learning Services

Reporting to: Customer Support Manager

Responsible for: Facilities Co-ordinator & Evening Facilities Co-ordinators

About Library and Learning Services

Library and Learning Services provides a responsive and supportive environment for students and staff, developing and supporting learning through a wide range of services, facilities, research, technology and information including:

- Information/learning resources – print and digital
- Library Services – Ormskirk and Manchester
- Digital Learning Technologies – Blackboard and tools for teaching and learning
- UniSkills – digital/information literacy and academic writing for students
- Specialist support for students with SpLD
- Research support
- Supporting the development of digital skills for staff and students

Catalyst

Catalyst was opened in 2018, a £26 million development at the heart of the Ormskirk campus. It was built to provide the Edge Hill community with a 24/7 destination to study, research and learn. Housing the main university library it has brought together Student Services, Library and Learning Services and Careers, providing students with a central location to access support and information. Located over 5 floors the building offers a variety of study and training spaces, student group and appointment rooms and access to both laptops and workstations.

The Team

Customer Services enable the provision of high quality support and spaces in Catalyst . The department seeks to uphold values to support, empower and find good outcomes for all members of the Edge Hill Community. Support is provided through the Help and Support Team and the Facilities Team.

Help and Support act as first point of contact for Student Services, Careers, Student IT and Library and Learning Services, providing services in person and virtually, by resolving queries with advice or connecting users to the most appropriate specialist service.

Facilities undertakes the management of spaces within Catalyst. They ensure that the building offers high quality, adaptable and safe spaces to support study and research. The team also manage the circulation of stock in Catalyst and St James, Manchester.

About the Role

The post holder will be responsible for the delivery, management and development of the Catalyst Building, working in partnership with colleagues from across the University to enable a high-quality learning environment that meets the needs of all members of the Edge Hill community.

They will work with colleagues to support the development of the E2S enquiry management system alongside the Learning Services web presence, leading projects and contributing to the strategic objectives of Learning Services.

As the senior member of staff for the Catalyst Facilities Team they will lead on staff management and team development and work closely with colleagues in the Customer Services Department to provide a high-quality experience to students and staff.

Duties and Responsibilities

Building, Safety and Security

1. Be the primary contact for all stakeholders for the Catalyst, internal and external. This will include suppliers and contractors, university staff, students and the Student Union. You will manage relationships and communications with all user groups ensuring effective internal channels are in place so that staff are engaged with the purpose and vision of the building and that key messages are shared.
2. Lead on the development and evaluation of learning and service spaces within Catalyst to ensure the building meets changing needs and that issues and risks are monitored. This will include managing project groups and developing a strategy for the ongoing evaluation of spaces and operations.
3. Take responsibility for gathering and reporting on feedback on the building using a range of User Experience (UX) methods and feedback activities. This will

involve gathering, analyzing and presenting information as well as making evidence based recommendations for developments.

4. Lead on operational aspects of Health and Safety for Learning Services and the public areas of Catalyst, making informed, evidence based decisions about processes and working with colleagues to ensure that the building meets internal and external expectations for compliance.

Management and Supervision

1. Manage and organise the Facilities Team, working with the Facilities Coordinators and the wider Customer Services team to develop objectives and communicate priorities and goals, ensuring continuity of service and operations in the building.
2. Lead on recruitment, selection, team development in conjunction with the Customer Support Manager and Facilities Co-ordinator. Undertake performance reviews for Facilities team members, addressing performance issues, identifying training needs and ensuring opportunities are in place to support the teams development.

Digital Delivery

1. Take responsibility with the Help and Support Team Manager for the development of customer facing online content and systems within Learning Services, including the Ask webpages, LS webpages and E2S. This will include:
 - a. Develop and implement processes to ensure that systems meets internal and external expectations for compliance and legislation.
 - b. Designing, delivering and maintaining training on systems and associated processes, liaising with suppliers and stakeholders to establish need and ensure support materials are relevant and up to date.
 - c. Liaise with stakeholders, including end users, to report on and develop good practice, evaluate delivery and influence strategic development of the system within the University.

Customer Services

1. Respond to customer complaints, investigate and resolve where necessary and initiate any improvements to service highlighted as a result.

Supporting Department Initiatives

1. Work closely with the Customer Support Manager in leading the development of innovative, reviewing established processes and actively researching exemplars of good practice in library and learning spaces. Deputise for the Customer Support Manager as required.

2. Demonstrate a commitment to continuing personal development, including development and maintenance of knowledge required for changes to service provision as it develops over time
3. Contribute to the enhancement of the student experience through engagement with appropriate institutional working groups and initiatives.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 7, Points 27-30
£31,406 - £34,304 per annum

Hours: 36.25 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification for the post of:

Catalyst Manager Full Time, Permanent EHA1634-0522

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (I/A/S/T/P)
Qualifications				
1	Educated to degree level or significant relevant experience in a library or educational context	*		A
Experience and Knowledge				
2	Experience of working in a senior role with responsibility for service delivery	*		S/I
3	Experience of managing service levels in a facilities or building environment	*		S/I
4	Experience of managing staff and developing teams	*		S/I
5	Awareness of current issues in higher education relating to learning and pastoral support		*	I/P
Abilities and Skills				
6	Flexible, enthusiastic and reliable approach to work with ability to work on own initiative without the need for supervision	*		S/I
7	Highly self-motivated with the ability to organise and prioritise work effectively, sometimes in a pressured environment	*		S/I
8	Demonstrable project management skills	*		S/I
9	Knowledge of User Experience (UX) techniques and utilising them to understand customer behaviour and develop services		*	A/I
10	A natural leader who successfully manages and influences colleagues and stakeholders through	*		S/I

	developing and maintaining effective working relationships			
11	Excellent IT skills with experience of managing and implementing systems		*	A/S/I
12	Excellent communication skills both oral and written enable you to deliver exceptional customer care and well represent the department	*		A/I/P

How to Apply

When you are ready to start the formal application process, please visit www.edgehill.ac.uk/jobs and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

For informal enquiries about this vacancy you may wish to contact: Jenny Foster at fosterje@edgehill.ac.uk

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 23:59 on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.