
Job Profile

Job Title:	Deputy Director
Department:	Library
Reports to:	Director, British Architectural Library
Competency level	D

Overview / Job Purpose

The purpose of the job is to manage, co-ordinate and develop information services to members and the public on all aspects of architecture. In particular, the post heads the Information Centre and Reading Room sections, is responsible for the day-to-day running of the Library and administers the Library Budget.

Duties

The duties set out below outline the range of activities currently required. They are not a comprehensive list.

Main Duties to include:

- contributing to the overall management of the Library as a member of the Library Management Team
- deputising for the Director of the Library, taking responsibility in her absence
- financial, personnel and physical planning
- financial management of the Library budget including producing the annual budget, monitoring and reviewing income and expenditure
- liaising with the Director of the Library, the Trust and the Finance Department on the Library budget
- developing, promoting and managing revenue earning library services
- devising and reviewing departmental policy documents
- overseeing the Library Service Level Agreement with Professional Services and for ensuring compliance
- identification of staff training needs and staff development
- representing the Institute at external meetings and the department at internal meetings

Information Services

- responsibility for Information Services including: the Reading Room and Information Centre, managing the Members' Information Lines and Public Information Lines (premium rate) providing the following services on a broad range of subjects in fields of activity which are frequently unrelated: Specialist Practice Consultants (on behalf of Practice), Information Service (including Careers, on behalf of Education), Client Services, Library Searches, Research, Loan Library and Photocopying
- management of the switchboard services for the RIBA
- controlling the departmental budget with regard to information services

66 Portland Place
London W1B 1AD UK
Tel +44 (0)20 7580 5533
Fax +44 (0)20 7255 1541
info@inst.riba.org
www.architecture.com

Public Information line
0906 302 0400*

Registered Charity Number 210 566
VAT Registration Number 232 351 891

*call charged at 50p per minute

- information provision liaison with other departments of the RIBA and regional offices
- researching and replying to written, telephone, email and personal enquiries which may involve interpreting Institute policy. This requires an extensive knowledge of all Institute and Library activities and procedures, including use of the computer and on-line services.
- managing the loan and photocopy services
- training and supervising staff with regard to reader and information services and library student trainees including arranging visits to and exchange of personnel with other libraries
- selective dissemination of information to staff and library users
- creating and maintaining databases and databanks e.g. information on architecture and architects
- compiling and publishing bibliographies, reading lists and guides to sources of information using computerised techniques
- providing formal and informal instruction in the use of the library, its resources via seminars, lectures, tours, database demonstrations etc.
- preparing policy documents and researching policy options for information services
- developing and managing special projects and publications, e.g. Directory of British Architects
- user surveys and statistical exercises
- developing and promoting links with other professional bodies and related organisations

Technical Services

- managing the staff of the Technical Services team
- implementing the collection development policy with regard to stock selection
- overseeing the development and review of bibliographic and other quality control standards
- overseeing the preparation of data for the *Architectural Publications Index* and the *Architectural Publications Index on Disc*, *The Architecture Database* and contribution to external databases e.g. ICONDA, VKK
- organising meetings for, and editing the annual RIBA List of Recommended Books
- devising, reviewing and implementing space-creating projects within the Library
- devising a conservation policy and selecting material for conservation
- creating and maintaining documentation relating to departmental activities
- liaising with the RIBA ITC department on matters concerning the development of the Library catalogue
- stock selection, subscriptions and conservation
- maintaining departmental statistics

Other Duties

- Support the RIBA in its efforts to reduce its carbon footprint and to effect significant changes in employee behaviours to conserve resources wherever possible.

Staff Responsibilities and Non-staff Resources

- Management and development of Information and Technical Services staff
- Responsibility for Information and Technical Services budget of £700k
- Responsible for cash, cheque and credit card payments up to about £70Kpa.
Responsible for microfilm and microfiche reader and other special equipment to a value c£10K.

A list of duties in a job profile is not intended to be all-inclusive and other duties within the department may be required. Job profiles do not form part of the contract of employment. Job profiles will be reviewed annually and when necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

Competency Profile – Level D

Communication Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Presents ideas in an authoritative, assertive and compelling manner, generating enthusiasm and commitment ▪ Makes self available to all staff at all levels of the organisation, showing readiness to listen to and understand a range of viewpoints ▪ Anticipates the interests and potential issues of others and identifies ways to help others understand and engage ▪ Makes complex ideas and information understandable for others ▪ Acts as an advocate for the organisation locally, nationally and internationally 	<p>Experience of policy and report writing</p>	
Teamwork and Leadership Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Manages and motivates individuals with a range of skills, interests and experience to achieve shared goals ▪ Clarifies RIBA’s operational priorities and goals for the team, winning commitment ▪ Endeavours to provide staff with the tools, training, guidance and support they need to maintain and build their skills ▪ Builds effective intra- and inter- departmental teams, facilitating the process 	<p>Experience of training and developing others</p>	
Client & Stakeholder relationships Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Champions exceptional service standards across RIBA ▪ Actively consults client groups/individuals to build understanding of needs and so anticipate requirements ▪ Initiates, builds and maintains 	<p>Previous experience of working with a broad range of stakeholders</p> <p>Accomplished representative at meetings, lectures, committee’s, etc</p>	

<p>strong relationships with key stakeholders/client groups at a senior level</p> <ul style="list-style-type: none"> ▪ Gets to know the business context for client groups to build effective solutions and/or useful services 		
---	--	--

Professional & Technical knowledge & skill Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Displays extensive knowledge of own specialist area, with a breadth or depth of specialist skill and/or displays significant skills and knowledge of the role of a general manager ▪ Keeps abreast of developments, trends and thinking in own professional/managerial area ▪ Sets the professional standards for own area or specialism 	<p>Strong previous experience of working at a senior level</p> <p>Previous experience of managing a team within a customer service/information centre environment</p> <p>Experience of managing a customer/reader facing related service</p> <p>Experience of devising and managing departmental budgets and producing financial information</p> <p>Experience of implementing and delivering successful projects/initiatives</p> <p>Microsoft Office 2003 competent with experience of Word, PowerPoint, Excel, Access and Outlook</p> <p>Knowledge of financial procedures and processes</p> <p>Professional qualification in library or information science (CILIP or equivalent recognition)</p> <p>Experience of confidently using library management systems</p>	<p>Knowledge of, or interest in, architecture/architectural history/architectural practice</p> <p>Understanding of the demands of working in a membership organisation</p> <p>Ability to interpret statistical information</p>

Project management and planning Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Manages and motivates individuals with a range of skills, interests and experience to achieve shared goals ▪ Clarifies RIBA's operational priorities and goals for the team, winning commitment ▪ Endeavours to provide staff with the tools, training, guidance and support they need to maintain and build their skills ▪ Builds effective intra- and inter- departmental teams, facilitating the process 		
Analysis and Judgement Competency description	Specific experience - Essential	Specific experience - Desirable
<ul style="list-style-type: none"> ▪ Champions exceptional service standards across RIBA ▪ Actively consults client groups/individuals to build understanding of needs and so anticipate requirements ▪ Initiates, builds and maintains strong relationships with key stakeholders/client groups at a senior level 		
<ul style="list-style-type: none"> ▪ Other Factors 	<p>Ability to work some weekend sessions on a rota basis</p> <p>Some attendance at evening events</p>	