

Job Description



مكتبة قطر الوطنية
QATAR NATIONAL LIBRARY

1. Job Details:

Job Title:	Head of Program Services and Access	Reports to:	Director of Distinctive Collection
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2. Job Purpose:

To create opportunities for researchers, community members, students, and lifelong learners to learn, write and communicate better through the development and operation programs development and access to the distinctive collections

3. Job Dimensions: Key facts and figures which give an indication of the scope and scale of the job.

Annual Operating Budget/Project Budget/Sales Revenue:	N/A				
Number of Staff Supervised:	3	Direct Reports:	3	Contractor/Others:	NA

4. Key Result Areas:

KEY RESULT AREAS

- Develop, implement, and evaluate policies, procedures, operational plans, programs and service standards for the unit, Library Tours and program support using developmentally-appropriate practices aimed at researchers, community members, students, and lifelong learners
- Develop, deliver, and supervise lectures, workshops and programs; and promote public access to the collection
- Recommend, lead, supervise, and evaluate departmental staff, which may include Graduate Trainees, Interns, full and part-time staff members, and volunteers
- Maintain regular interaction with students and the general public to determine user needs
- Participate in library-wide outreach programs for the distinctive collection to support research, learning and community needs
- Develop strategic objectives, budgets, and business plans for all activities within the areas of responsibility.
- Serve on designated committees throughout the library
- Contribute to the profession by publishing, presenting or participating in professional organizations
- Keep abreast of developments, trends and issues in all areas of responsibility
- Promote for the department activities and represents it in media channels when needed
- Other tasks as assigned

5. Operating Environment, Framework & Boundaries:

Work is in a multicultural office and library environment. Must adhere to all applicable QF and Library Policies & Procedures and must ensure that all policies and procedures comply with global standards and best practices. Must comply with QF health, safety, security, and environment policies, procedures, legal regulations and objectives applicable to areas of responsibility to ensure that work is performed in a safe, healthy and environmentally-sound manner. Work hours, days and locations will vary according to QNL requirements. Regularly-scheduled evening and weekend work may be required.

6. Communications and Working Relationships:

- Director, distinctive collection – regular contact to report on work progress, and to receive assignments and direction
- Section heads in Distinctive collection to align programming plans and outreach services. frequent contact for collaboration on section work, including public programs

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- Administration and Planning staff – regular contact on communications
- Library partners / stakeholders – contact as needed on the development of programs and services
- Faculty, researchers, educators, students and general public – frequent contact on user needs

7. Problem Solving & Complexity:

- Evaluates, compares and relates information from across the business
- Identifies broader implications of proposed solutions across the organization
- Uses own experience and evidence from theory, other industries and technologies to identify problems and understand situations
- Reviews existing policy to enable effective problem solving and judgment by the team

8. Decision-Making Authority & Responsibility:

- Exhibits sound judgment to anticipate potential implications of all decisions; balances benefits and risks and identifies areas of uncertainty
- Evaluates information by penetrating questions, thus ensuring complete information is available to make an informed decision
- Arrives at well-researched decisions that balance quality service and cost
- Encourages and supports appropriate risk-taking by subordinates when making decisions

9. Minimum Knowledge, Skills & Experience:

- Bachelor's degree in Library Information Science or equivalent qualification, preferable Master's Degree in Library Science or Museums or cultural related program or Communications
- 6-8 years of experience in developing and implementing cultural and learning programs and activities
- Strong interpersonal, communication and public speaking and presentation skills in both oral and written English and Arabic.
- excellent interpersonal and people skills and the ability to work effectively both independently and within a team
- Proficiency in MS Office applications