The University of Manchester

Job Description

Job title: Subscriptions Co-ordinator

Reports to: Subscriptions Team Leader

Organisation unit: University of Manchester Library: Collection Services

Date January 2021

HERA: MAPPS-UML-CS-SUB-C (313, Grade 4)

Overall purpose of the job:

- To support the Subscriptions Team Leader in the delivery of services relating to the provision of subscriptions and Open Access to academics, researchers and students.
- To coordinate the staff assigned to this role and ensure that the Subscriptions service runs efficiently and effectively with a strong customer focus.

Key Responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To supervise the work of the Subscriptions Team in line with priorities identified by the Subscriptions Team Leader
- To co-ordinate processes and workflows relating to Subscriptions
- To contribute to the development of the service and associated systems
- To maintain an active awareness and participate in wider developments in the field
- To proactively participate on library, consortium, working groups, task forces, and special projects as deemed necessary or assigned
- To assist with training and development and actively participate in the delivery of training
- To liaise with the Library's subscriptions suppliers, and deal with enquiries from the University's academics, students and researchers in an efficient and proactive manner
- To liaise with the Library Finance Team and other library colleagues on issues related to content acquisition
- To oversee the cancellation and transfer of orders between suppliers and the following-up of outstanding orders for subscription material in all formats
- To identify and take responsibility for resolving non-standard problems with suppliers.
- To take an active approach to continuing professional development

- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential Knowledge, skills and experience:

- A degree, professional qualification or sufficient relevant experience
- Experience of the workflows, processes and systems relating to subscriptions in all formats, in an academic library,
- Successful experience of staff management and motivation
- Excellent interpersonal skills
- Excellent time-management skills and the proven ability to prioritise work and meet deadlines
- Proven ability to use own initiative and judgement to resolve day-to-day problems independently, or through a support team, as appropriate
- Excellent written and oral communication skills, including face-to-face presentations
- Ability to manage change successfully
- A demonstrable awareness of the University and Library strategy together with an aspiration to be involved
- Awareness of the current and emerging issues surrounding content acquisition and Open Access publishing in a university library
- Proven ability to analyse data
- Proven IT skills and digital literacy including competence across office software applications and relevant functional software including the use of library management systems

Desirable Knowledge, skills and experience:
- Knowledge of languages, other than English, relevant to the Library's acquisitions
- Project management experience