

The University of Manchester

Job Description

Job Title:	Research Services Analyst
Reports to:	Research Services Coordinator
Organisation Unit:	University of Manchester Library: Research & Digital Horizons
Date:	January 2021
HERA:	MAPPS-UML-R&DH-RS-G (343, Grade 5)

Overall Purpose of the Job

- To support the Research Services Coordinators in the delivery of services to researchers which support the administration, management, publication and measurement of their research activities and outputs
- To help deliver strategic projects which contribute to the Library's strategy, particularly in relation to research support

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 provide enquiry support to researchers and research administrators
- To develop sufficient expertise in our services to researchers to represent the service as necessary within the library and on collaborative projects within the Library and with other University service areas
- 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 have line management responsibility of the Research Services Assistants, working in areas such as performance management, staff development, contributing to recruitment processes and ensuring the adoption of a customer focused approach at all times
- To provide administrative support for the activities and services of the division
- To assist with the development of training programmes and materials and actively participate in the delivery of training
- To work collaboratively with other Library colleagues to support the effective promotion of Library services
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- 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 Experience, Skills and Competencies

- Educated to degree level, or equivalent
- Relevant experience at a comparable level and/or another appropriate qualification
- Excellent interpersonal skills
- Excellent time-management skills and the ability to meet deadlines
- Ability to use own initiative and judgement to resolve day to day problems independently, or through a support team, where appropriate
- Excellent written and oral communication skills, including face-to-face presentations
- Excellent digital skills

Desirable Experience, Skills and Competencies

- Project management experience