The University of Manchester
Job Description

Job Title: Research Services Librarian

Reports to: Research Services Manager

Organisation Unit: University of Manchester Library: Research & Digital Horizons

Date: January 2021

HERA: MAPPS-UML-R&DH-RS-H (416, Grade 6)

Overall Purpose of the Job

- To deliver services to researchers which support the administration, management, publication and measurement of their research activities and outputs
- To manage the daily work of Research Services Analysts and Assistants to ensure the effective delivery of a range of administrative, processing, enquiry handling and training duties
- To help deliver, and where appropriate lead, strategic projects which contribute to the Library's strategic plan, 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 assist the Research Services Coordinators and Research Services Manager in planning and implementing changes to service delivery or approach in line with the Library's strategic plan and the changing academic environment
- To manage individuals and groups as required. Allocate tasks, set priorities and performance targets, monitor progress against agreed standards and performance criteria, and provide effective feedback. Proactively work to ensure effective working relationships within the team and with those with whom the team interacts
- To build strong relationships with colleagues in the Library and other relevant parts of the University to ensure effective service resourcing and delivery
- To monitor service performance using appropriate data, benchmarks, standards, key performance indicators and targets
- To meet agreed personal and departmental performance targets and to collect and collate both quantitative and qualitative information
- To ensure service is delivered in line with agreed objectives and approaches, keeping the application of policies and procedures under constant review in order to ensure that they are up-to-date, applied consistently and remain in line with customer needs
- To coordinate the Division's contribution to library-wide initiatives and campaigns as necessary
- To represent the Library at internal and external meetings and to become involved in appropriate professional bodies
- To maintain a high professional profile in relevant organisations, external committees and professional networks
- To liaise, monitor and deal with relevant suppliers and to maintain audit trails
- 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
- Full professional qualification in librarianship or another appropriate qualification, and/or relevant experience at a comparable level
- Academic or professional experience in a relevant environment
- Excellent interpersonal skills
- Proven ability to handle complex enquiries successfully, including complex enquiries at an advanced level
- Excellent written and oral communication skills and ability to present to a variety of audiences
- Aptitude and ability in using technology and software in order to collate data, produce reports and find information
- Excellent digital literacy including competence across Office software applications and expertise with relevant functional software and systems
- Proven ability to query, analyse and summarise complex data from a variety of sources
- Project management skills

Desirable Experience, Skills and Competencies

- Experience of staff supervision and motivation
- Membership of a relevant professional organisation or body