

Content Delivery and Discovery Lead – Job Description

The Role

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| Job title: | Content Delivery and Discovery Lead |
| Department: | Library Services, under the Department of Digital Innovation |
| Responsible to: | Director of Digital Innovation |
| Location: | Royal Agricultural University, Cirencester |
| Salary: | Grade 7: £31,412 - £37,473 |
| Term: | Full-time, permanent |
| Relationships with: | Staff, students, suppliers and consortium, regulatory bodies and HE sector professional and educational bodies |

Role Purpose

The post holder is responsible, in consultation with the Director of Digital Innovation, for ensuring that the information resources and other content provided by the department meet the diverse teaching and research needs of the University. The post holder will also assist the Director of Digital Innovation with the management of departmental procurement to ensure best value of IT infrastructure, software and services.

The role oversees and develops technical functions relating to the acquisition and management of content and associated workflows which include: content delivery, resource discoverability, digital copying, licence management including copyright, online reading lists, e-dissertations repository.

Key Responsibilities

1. Lead on the development and oversight of the processes, policies and workflows for the acquisition, licensing, and description of library content to ensure maximum visibility and access, and a user-led, evidence-based approach to content development.
2. In consultation with the Director of Digital Innovation assist with the procurement of IT infrastructure, software and services in line with the departmental budgets.
3. Oversee the quality and accuracy of bibliographic records/metadata to ensure content is described in accordance with local and national standards, and contribute to the cataloguing of resources and their integration into library systems.

4. Develop positive working relationships with suppliers, content publishers and other key stakeholders, liaising on content matters, and troubleshooting access issues to minimise any interruptions to access to content.
5. In conjunction with the Director of Digital Innovation and the Digital Operations Manager proactively manage allocated fund, monitor commitments and expenditure, maintain accurate figures for reporting and forecasting, collate financial data, report on purchasing spend relative to budget and support decision making and allocations.
6. Ensure best value for money and return on investment by using appropriate consortium or other agreements and by contributing to tendering and procurement exercises. Work with the Director of Digital Innovation to inform the renewal of licenses, negotiation of new contracts and renewal of contracts.
7. Take a continuous improvement approach to the role, managing any change effectively, ensuring alignment with strategic aims and sector best practice.
8. Advise colleagues on changing business and technological models affecting content purchasing, including opportunities to innovate and enhance services.
9. Oversee the operation of the digitisation service for academic staff, ensuring service quality and timely reporting.
10. Oversee the renewal of Copyright and other Departmental licences, and lead on ensuring compliance and sharing of guidance and expertise to leverage best value for money.
11. Make representations to sector negotiations for scholarly content including Read & Publish deals, identifying and advising on new and evolving models of content provision.
12. Work with Digital Operations Manager to ensure our content offering is relevant for course provision and underpins reading list requirements, both in the UK and overseas.
13. Line manage staff including induction, probation, training, development and appraisals.
14. Liaise with Finance and other departments to develop a consistent and effective cross university procurement process. Engage with peers, suppliers and networks externally.
15. Maintain an active programme of continuous professional development in areas relating to this role such as copyright and licence compliance, content management, resource discovery, authentication.
16. Role-model our customer service values in interactions with students and other stakeholders, including occasional enquiry and help desk services.
17. Manage a register of computer assets to inform replacement and upgrade programmes and associated budget requirements.
18. Contribute to cross-departmental projects, and support the Department in the planning and implementation of departmental priorities and in maintaining quality processes.

Other

19. The post-holder is at present expected to work a minimum of one late evening per week (until 8pm) during term time, and provide reasonable support and cover for department colleagues, with a willingness to work flexibly
20. The post-holder is expected to undertake any other duties appropriate to the role and level

General responsibilities

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.

- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

| Requirements The post holder must be able to demonstrate: | Essential or Desirable | Measured By A) Application Form B) Interview C) Presentation |
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| Qualifications | | |
| Educated to degree level or equivalent qualification in Library and Information Science plus experience in this field | E | A, B |
| Postgraduate qualification in Library / Information Science or equivalent | D | A, B |
| Experience | | |
| Experience of being in an acquisitions role with demonstrable success. | E | A, B |

| Requirements The post holder must be able to demonstrate: | Essential or Desirable | Measured By A) Application Form B) Interview C) Presentation |
|---|-------------------------------|--|
| A thorough understanding and working knowledge of the acquisition, administration and management of library subscriptions and database licences | E | A, B |
| Previous experience of working in the Higher Education sector. | D | A, B, C |
| Experience of effectively supervising/managing and training staff | D | A, B |
| Excellent knowledge of library systems, including library management systems, RFID (self-issue), MARC records, Resource Discovery etc | E | A, B |
| Working knowledge of copyright and e-resource licencing | E | A, B, C |
| Working knowledge of publisher package and Read & Publish deals | D | A, B |
| Ability to communicate effectively with stakeholders to achieve desired outcomes. | E | A, B, C |
| Experience of procurement within a technical environment. | D | A, B, C |
| Skills | | |
| Providing a high-quality service to stakeholders | E | A,B,C |
| Ability to work within a changing business and technical environment | E | A, B, C |
| Self-motivated and proactive with a positive attitude, particularly when identifying service improvements | E | A, B |
| Ability to learn / adapt to new technologies | E | A, B |
| Excellent organisational skills | E | A, B |
| Excellent budget management skills | D | A,B |
| Ability to adapt communication style to suit the audience and to work with staff at all levels. | E | A, B |
| Flexibility and adaptability and an ability to cope with a busy workload | E | A, B |

| Requirements The post holder must be able to demonstrate: | Essential or Desirable | Measured By A) Application Form B) Interview C) Presentation |
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| Ability to deal with confidential and sensitive information with tact and discretion | E | A, B |

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- **Closing date:** 10th July 2023 with **Interviews on:** 17th July 2023.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.