

JOB DESCRIPTION

Job Title:	Content and Discovery Manager
Ref no:	DLS16
Campus:	Hendon
Service:	Digital and Library Services
Grade:	Grade 8
Starting Salary:	£51,569 per annum inclusive of Outer London Weighting rising to £59,282 incrementally each year.
Hours:	35.5 hours per week, actual daily hours by arrangement.
Period:	Permanent
Reporting to:	Head of Library Content and Experience
Reporting to Job Holder:	TBC Access and Acquisitions Team Leader Subscriptions and Partnerships Team Leader Cataloguer

Overall Purpose:

As a senior member of the Library Services and Digital Skills Education directorate in Digital and Library Services, the Content and Discovery Manager has responsibility for managing the planning, delivery and development of a Library content and collections service that is customer focused, cost effective and efficient. Informed by sector best practice, the service will be forward-thinking, innovative and responsive; thereby ensuring that the service anticipates current and future needs of the academic community. The role holder will act as business owner for the library management system liaising with product managers and product specialists in Digital and Library Services to ensure the system meets business needs and developments.

The role holder will have responsibility for ensuring that the service budget for learning materials and the content and discovery team are managed effectively.

Principal Duties:

Resource management:

- Responsible for the management and development of library content and collections, including electronic and printed material, and special collections in a variety of media, that will support the learning and teaching and research activities of the University, ensuring evidence based and value for money decision making in the provision of materials. This includes selection, acquisition, management, policy and procedure creation, workflow analysis, audit and evaluation activities.
- Lead the development and exploitation of Library content and collections and systems to ensure that resources are acquired as efficiently and cost-effectively as possible and are easily discoverable and accessible through diverse systems.

- Take strategic oversight and provide planning and policy as required for all aspects of content and collections management including analysis of tasks/roles within the team and communicating a clear vision of the direction and delivery goals to the team, other members of Digital and Library Services and University colleagues.
- Lead the development and regular review of a Content and Collections Development Policy for Digital and Library Services, collaborating with other senior managers of the Library Services & Digital Skills directorate and where appropriate across the University to ensure that the policy reflects the varied types of materials held and the differing teaching and research needs for different subject areas.
- Ensure compliance with relevant licenses, contracts and other regulations, including copyright and licenses for the purchase of digital library packages. Manage licenses for online resources, ensuring they meet the needs of the University's diverse body of library users. Contribute to the provision of seamless online access to library resources through the development of authentication and discovery systems working closely with the Copyright and Accessibility Officer and the Product Management team.
- Liaise with JISC, SUPC and other external agencies and disseminate information within Digital and Library Services on availability and access to e-resources, making recommendations to ensure value for money.
- Act as the source of expertise within the University on issues associated with the management of and access to materials procurement, document supply and collection development. Identify potential developments to continue to improve support for learning and teaching, and research, as a leading authority within the University. This will involve reporting to internal University Committees and Boards, as well as external committees and projects, as required.

Work with Subscriptions and Partnerships Team Leader to oversee the provision of support where appropriate to overseas campuses and collaborative partners in the provision of learning materials, taking an active part in the development of new overseas campuses, and playing a role in ensuring the effective management of licensed e-resources for overseas campuses and partners.

Staff and relationship management:

- Lead the Content and Discovery team, undertaking performance, development and review activities. Manage the performance of the team through continuous review and annual appraisal and other relevant mechanisms, including personal development plans, and advise on the provision of in-house and external training to meet current needs and future developments in the service.
- Take strategic oversight of all activities carried out by the Content and Discovery team to ensure that they offer value for money and continue to meet the needs of the academic community. This will include ensuring that processes and procedures are consistent, timely and efficient; as well as undertaking continuous improvement to workflows from receipt of order to delivery, taking into account any potential efficiency savings from automation, outsourcing or shared services initiatives.
- Act as business owner for the library management systems (currently Alma and Primo) and reading list system (currently Keylinks) liaising with product managers and product

specialists in Digital and Library Services to ensure the systems meet business needs, user experience and developments.

- Collaborate with the Library Liaison Manager to ensure that reading lists are student-focused and aligned with the resources available from the Library.

Budget management:

- In consultation with the Director of Library Services and Digital Skills manage the allocation and oversight of the learning materials budget (circa £3,000,000) to ensure both value for money and to maximise academic impact of the resources available. Ensure effective planning and controls are in place to handle the complex licensing arrangements for electronic resources and that the team understands and complies with University financial procedures.
- Oversee the provision of University-funded personal e-books to students, ensuring successful delivery of this project and effective liaison with Schools, external suppliers etc. through effective management of the Team Leader (Access and Acquisitions).
- Ensure that key performance indicators as agreed with the Director of Library Services and Digital Skills are collected, collated, and used to inform collection development. Produce reports of management information as required, and take responsibility for providing collections information for the SCONUL statistical returns. Ensure detailed and accurate administrative data on purchases, subscriptions and usage is maintained.
- Take responsibility for effective and robust management of external supplier relationships and liaison with Middlesex University Procurement staff to ensure value for money.

Other Duties:

- Develop professional knowledge associated with the needs of the University, including maintaining a good understanding of relevant national/international trends, strategies and initiatives in the higher education sector, including participation in research projects.
- Represent the service within the University and externally as appropriate, participating in and, when necessary, developing networks for the sharing of best practice.
- Undertake any other duties or specific projects as requested by the Head of Library Content and Experience and/or Director of Library Services and Digital Skills.

PERSON SPECIFICATION

Job Title: Content and Discovery Manager

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

SELECTION CRITERIA:

Education

Essential:

- Relevant postgraduate qualifications and extensive relevant experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.

Desirable:

- Management qualification.
- To be an active member of a relevant professional body.

Experience and Knowledge

Essential:

- To have experience of all aspects of staff management, development and recruitment including the ability to lead and motivate staff.
- To have a demonstrable understanding and substantial experience of the management of resources in supporting academic programmes and research.
- Experience of library management systems, discovery systems and authentication systems.
- Experience of purchase, subscription and license management, including dealing with external suppliers, negotiating contracts or deals, and the licensing issues involved in the provision of electronic resources.
- Familiarity with issues around content provision, management and use, in particular in electronic information environments.
- To have experience of actively managing budgets and financial control. The ability to compile and utilise financial information effectively, being able to make value for money decisions.

Skills and Attributes

Essential:

- Proven leadership skills - the ability to lead by example and establish high goals and standards.
- A demonstrable ability to critically analyse options; and to initiate, plan, participate in and implement change.
- Ability to collect, interpret and monitor management information and data in support of library planning and strategy development.
- Excellent organisational, planning and problem-solving skills including the ability to develop, implement and monitor new systems, processes and workflows effectively to improve standards and efficiency.

- To have excellent oral and written communication & negotiation skills, including the ability to present complex information in a concise and clearly understandable manner to a variety of different user groups.
- Display a collaborative, versatile, adaptable and enthusiastic attitude and use initiative in a busy, changing environment.
- To possess a professional attitude and interest in professional issues and CPD.
- To have an awareness of current issues in higher education.

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion.

Terms and Conditions

Diversity

We value diversity and strive to create a fairer, more equitable work environment for our staff and students. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

Flexibility

Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff. All University professional services staff job descriptions, policies and procedures and the University Professional Services Staff Handbook will apply to both Middlesex University staff and MU Services Limited staff during their employment, unless where expressly stated otherwise. Staff will remain with their current employer, unless they move to an academic or academic related role.

Annual Leave

30 days per annum plus eight Bank Holidays and seven University Days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Travel to Hendon Campus

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

Public Transport

Our Hendon Campus is well served by public transport with buses, London Underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL (www.tfl.gov.uk) and have a look at our directions and location map to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

Parking

There are currently Regular Parking Permits and Pre-Paid Parking options available to new joiners. Further details are available on the Travel and Transport page on the staff intranet. Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.

Parking for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

What Happens Next?

If you wish to apply for this post, please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Ella Mitchell, Head of Library Content and Experience, by email on: e.mitchell@mdx.ac.uk