Job Description

Position Details

Faculty/Directorate	Academic Services
School/Department	Library Services
Team	Digital and Research Services
Job Title	Research Services Adviser
Grade	5
Hours of Work	Full time
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Research Services Manager
Responsible For (Job Title)	N/A

Principal Accountabilities

You will play a key role in supporting research and researchers, and by taking a proactive approach to making the University's research outputs Open Access. You will contribute to the management and administration of the institutional repository, participate in the research enquiry service, and participate in research and information skills training for researchers, PGR students and Library staff.

Key Tasks

Support compliance with open access policies, REF, copyright, funder and institutional mandates, and the requirements of OA policies.

Support the Research Services Manager in the management of the institutional repository by taking a proactive approach to the efficient implementation of administrative processes for the deposit of text and non-text resources.

Check submissions into the institutional repository and make decisions relating to publisher policies, copyright and metadata, taking responsibility for liaising with academics where required.

Actively monitor repository services to identify issues that require a solution or further investigation. Take responsibility for solving operational problems and addressing issues, escalating to the Research Services Manager when appropriate.

Provide support for data management planning, in collaboration with other team members.

Prepare self-help support and guidance in a range of formats to raise awareness and understanding of Open Access to researchers and PGR students.

Contribute to a responsive, customer-focussed research enquiry service, referring specialist enquiries to Research Services Librarians.

Participate in the planning, development, delivery and evaluation of research training and events for PGRs and early career researchers, working in partnership with the Learning and Skills Manager.

Help administer the research and information skills programme by maintaining the events calendar, managing bookings and analysing engagement.

Help maintain information and advice for researchers, including on the Library website.

Organise, promote and review the success of engagement events for researchers.

Provide support for the administration of the Research Service.

Contribute to the promotion of Research Services, including through social media.

Maintain a current awareness of developments in scholarly communication, open access and research data management.

Contribute to the scoping, procurement and implementation of new research support systems, tools and platforms to improve service quality, enhance customer experience and achieve best value for money.

Contribute to liaison with external suppliers including the Research Repository to ensure prompt reporting diagnosis and resolution of faults.

Assist with the compilation of statistics, evaluation of data and reporting to measure service quality and impact.

Contribute to projects relating to research support and the delivery of Library services.

Teamwork and Liaison

Plan and organise own work, working flexibly to adapt to the changing priorities and needs of the team.

Work collaboratively with colleagues in the Academic Liaison team over research support and ~~the~~ research and information skills training.

Contribute to the training of Library Services staff on developments in scholarly communication, open access and research data management.

Liaise with Professional Services colleagues including RKE and the Graduate School to ensure a collaborative approach.

Participate in relevant networks (such as Academic Libraries North Special Interest Groups) to share best practice and keep up to date with current and emerging developments, using this knowledge to help ensure the Library is sector leading.

Contribute to the rota for evening, weekend and bank holiday cover when required.

Share in Library Services' culture and ways of working.

Special Features

Owing to the particular responsibilities of the post, there will be some times of the year when it will either not be possible for the post holder to take annual leave, or be necessary to limit the amount of annual leave that can be taken.

Some UK travel may be required, as appropriate.

Some evening, weekend and bank holiday working may be required.

Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

	Attributes	Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Excellent verbal, written and interpersonal skills with the ability to communicate with colleagues at all levels.	E
		1.2	Excellent teamwork skills.	E
		1.3	Able to organise, prioritise and manage own workloads, and deliver effectively and on time.	E
		1.4	Good negotiation, influencing and persuasion skills.	E
		1.5	Excellent analytical and problem-solving skills.	E
		1.6	Excellent administrative and IT skills, including MS Office applications and web-based information resources and tools.	E
		1.7	Strong digital communication skills and confidence in using social media applications.	E
		1.8	Commitment to excellent customer service.	E
2	General & Specialist Knowledge	2.1	Knowledge of Library Services strategy and services.	E
		2.2	Knowledge of the issues and context within which UK higher education operates.	E
		2.3	Understanding of the changing role of libraries within higher education.	E
		2.4	Knowledge of the research lifecycle and potential of the library to provide support.	E
		2.52.6	Understanding of the information needs of researchers.	E

		2.7	Knowledge of the scholarly communications environment, including Open Access, publishing and dissemination of research outputs, research data management, copyright and bibliometrics.	D
		2.8	Knowledge of research repository systems and/or research collaboration tools.	D
			Knowledge of copyright.	D
3	Education & Training	3.1	A degree or equivalent qualification, or sufficient experience at a comparable level	E
		3.2	Professional qualification (or close to completion) in Library or Information Management or a related discipline	E
4	Relevant Experience	4.1	Experience of customer focused service provision, ideally in a HE environment.	E
		4.2	Experience of working with researchers or students to promote and support at least one of the following: open access, open data or information skills development.	E
		4.3	Experience of working with institutional repositories.	D
		4.4	Experience of providing enquiry support using different channels.	D
		4.5	Experience in an appropriate library or information environment, ideally in HE.	D
5	Special Requirements	5.1	Evidence of, and commitment to, ongoing personal and professional development.	E
		5.2	A commitment to equality and diversity policies and objectives.	E
		5.3	The ability to travel as necessary within the UK.	E
Date of Revision			September 2021	