

Post Details	Last Updated: 14/03/2025		
Faculty/Administrative/Service Department	Library & Learning Services		
Job Title	Content Team Lead (Acquisition and Innovation)		
Job Family	Professional Services	Job Level	4
Responsible to	Associate Director (Research and Innovation)		
Responsible for (Staff)	Content Co-ordinator, Content Assistants and Content Advisors		

Job Purpose Statement

The post holder will be responsible for providing specialist day to day lifecycle management support to the library's subscription and open licensed collections. The post holder will lead alongside the Content Team Lead (Metadata and Discovery) within the department ensuring there are strong supplier relationships and ensuring the timely and cost-effective acquisition and access of library materials in both physical and digital format (including but not limited to subscription material, one off acquisition of books, Inter Library Loans (ILL), and Digitised Content). This role will play a significant role in shaping and transforming how our content is curated and consumed by our users, ensuring the use of innovative technology is fully embedded and meets the evolving expectations of our users

A key element of the role will be the negotiation of contracts and renewals and the monitoring of content budgets. As well as providing analysis and evaluation of supplier and "service" value providing synopses of activity to senior LLS managers.

The role contributes significantly to the delivery of both the University Education and Research strategies; and is also key to the development and delivery of effective and exemplary services and, where appropriate, for compliance with external requirements.

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

1. Manage the work of the team providing support in acquisition and access of library material (subscriptions, ILL, e-textbook programme, and other non-permanent processes) and payment activities, including work scheduling and prioritisation, and open access materials, including enquiry handling, work scheduling and prioritisation and to ensure that the day to day tasks of the team are carried out efficiently and effectively. Provide expert support and advice to team members when enquiries are escalated.
2. Provide direct line management to the Content Co-ordinators, a group of Content Advisors and Content Assistants, including recruitment, performance management and appraisal, motivation, work allocation and monitoring, training and development and ensuring that these are correctly recorded Maintain a high performing department while promoting a culture of continuous improvement.
3. Oversee the lifecycle and access requirements for subscription, on-going licensed materials and Reading List sourcing element of the service (purchase, digitisation, CLA reporting etc.) including acquisition, implementation, evaluation, administering renewals, and cancelled publications or agreements.
4. Lead on the administration of payment of content related invoices and use of the procurement card being the first point of contact for Finance, Procurement, and suppliers for queries. Ensuring all staff comply with regulations on financial management across our system providing up to date and accurate information on subscription and one-off spend and commitments for subscription materials.
5. Deliver excellent supplier management in support of the Associate Director (Research and Innovation) and other Content area leads. Undertake management of supplier meetings, performance reviews and monitor standards of service from suppliers (including monitor, produce and analysis of statistic for the team's workflow, identifying trends that assist in the more efficient deployment of content and staff). Ensure that suppliers are delivering value for money for the multi-million pound budget.
6. Oversee the management of the administration of licence and agreement documentation to ensure documentation is signed, maintained and accessible.
7. Working closely with the Associate Director (Research and Innovation), the Open Research Manager and Content Co-ordinator (Open Access) oversee the procurement of publisher transitional agreements and other open initiatives, understanding the impact of these on content provision and budgets.
8. Review internal and supplier processes, and to make recommendations for developments and changes, monitor standards of service and produce reports as required.

9. Alma “functional manager” for the Acquisitions elements in Alma and responsible for ensuring utilisation of all the tools and services within the system are exploited to ensure cost-effective management of the service. Work closely with other Alma Functional Managers and Systems Librarian to ensure workflows are effective and efficient, and to ensure consistent standards and enhancements are passed to Ex Libris.
10. Contact point for SUPC and other professional and sector groups supporting acquisitions (across all content forms)

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- The post holder is expected to work within established departmental processes and procedures with little day-to-day supervision in the organisation and delivery of work activities but will have regular check-in meetings with line manager (weekly or every two weeks).
- The post holder will apply judgement and initiative when managing their workload, including responding to any conflicting demands, referring to the appropriate managers or experts.
- The post holder is expected to plan their own work and priorities for a month or two ahead but have the adaptability and flexibility to deal with unexpected activities or changed deadlines.
- The post holder will be expected to work in a proactive manner and to decide how to achieve the end result, generally based on their own judgement and experience as well as a sound understanding of supplier relationships and library expectations.

Problem Solving and Decision Making

- When faced with more complex issues, the post holder is required to identify the nature of the problem or issue through analysis and to apply their judgement and initiative in order to find an appropriate resolution.
- When dealing with particularly unusual or complex problems, the post holder is expected to put forward recommendations on managing the situation/problem, with only the most complex of problems being referred to others for resolution.
- The role requires an excellent understanding of the academic content and library systems environments and their application in the academic library context.
- The post holder is expected to deal with day-to-day problems and communications within the specialist area of supplier management. Resolution of these issues will usually be found through referring to their previous experience and knowledge of similar problems or through making reference to and applying departmental policies and procedures.

Continuous Improvement

- The post holder will ensure that the way the administrative support to the area is effective and seek to suggest improvements.
- They will also work with managers to ensure an increased level of competencies within this field across the department.
- The post holder will maintain and improve operational efficiency and quality of service of own area via input to procedures and the application of process improvements.
- It is expected that the post holder will keep the knowledge and skills up-to-date and develop depth or breadth of knowledge in the area of ‘content supply’ through learning from more senior/experienced colleagues, exposure to a range of activities and/or professional qualifications and undertaking horizon scanning activities.

Accountability

- In discussion with appropriate colleagues, the post holder is expected to participate in the planning, development and embedding of new services and to ensure that procedures are communicated to other staff members.
- The post holder will contribute to departmental projects.
- The post holder will ensure their own wellbeing, through compliance with standard procedures, including those governing Health and Safety

Dimensions of the role

- This is a post with line management responsibility of Content Co-ordinators, Content Advisors and Content Assistants.
- The post holder has no direct budget management but is crucial to assuring value for money from Library suppliers.
- The post holder will operate as an individual organising and planning your own work activities, to contribute to the achievement of the Library Content section objectives and maintain and improve efficiencies.
- The post holder will be recognised as the first point of contact for all issues to do with the suppliers of content or library systems.

Supplementary Information

- N/a

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Degree, HND, NVQ 4, HND level or equivalent with a number of years' relevant experience.

Or:

Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles and the acquisition of appropriate professional or specialist knowledge

E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

Excellent understanding of the content or library systems environment and application in the academic library context

E

3

Experience of highly effective team management

E

2

Experience of working/responding independently and dealing with unforeseen problems and circumstances.

E

2

Evidence of planning and organisational skills, including project management, with the ability to delegate to team members where appropriate

E

2

Experience in budget work

E

2

Experience of utilising IT to support day to day work

E

3

Proven written and verbal communication skills

E

2

Accuracy and attention to detail

E

2

Experience of implementing digital innovation applications in an academic library context

D

2

Proven analytical skills with the ability to generate effective solutions and make effective, data informed, decisions

D

2

Understanding of copyright and licensing issues with HE libraries

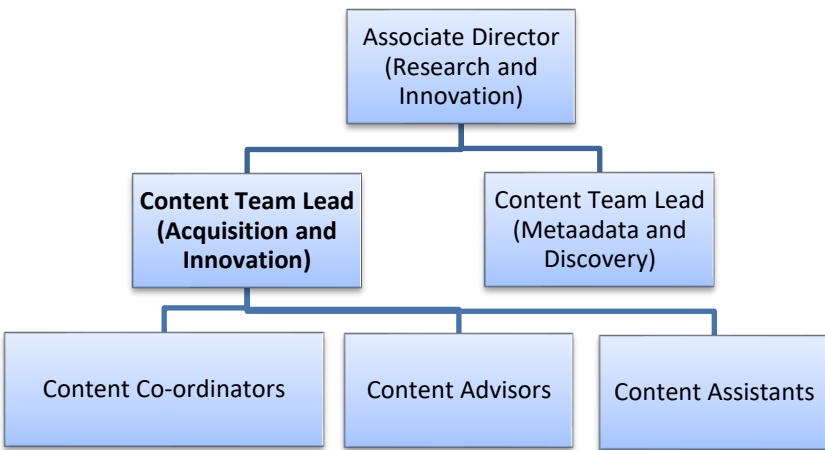
D

2

Comprehensive knowledge of the work practices, processes and procedures

D

2

Experience of work in Higher Education	D	n/a
Experience of contract or supplier management	D	n/a
Special Requirements:		Essential/ Desirable
Willingness to work flexibly under annualised hours working arrangements		D
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		2
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		1
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
Organisational/Departmental Information & Key Relationships		
<p><u>Department Structure Chart</u></p>  <pre> graph TD AD["Associate Director (Research and Innovation)"] --> CTL1["Content Team Lead (Acquisition and Innovation)"] AD --> CTL2["Content Team Lead (Metadata and Discovery)"] CTL1 --> CC["Content Co-ordinators"] CTL1 --> CA["Content Advisors"] CTL1 --> CS["Content Assistants"] </pre>		

Relationships *This is not an exhaustive list of every relationship the post holder has, but is a brief description of those that play an important part in the post holder successfully carrying out the role. It should identify the significant internal and external relationships and contacts that the post holder has in their job and describe the overall purpose and nature of those relationships (i.e. exchanging information, negotiating, networking, etc.)*

Internal

- Content Lead and Supervisors
- Library Content team
- Library systems support
- Faculty Librarian's, Customer Services and Open Research
- Finance Support and other finance teams

External

- Procurement
- Finance
- ITS
- Other people in similar roles in the HE sector
- SUPC
- JISC
- Eduserv - CHEST
- ProQuest
- Ex Libris
- Ebsco
- Elsevier
- UKSG
- British Library
- Various other suppliers