Post Details	Last Updated: 08/07/2025	
Faculty/Administrative/Service Department	Library & Learning Services	
Job Title	Content Coordinator (Acquisition & Innovation)	
Job Family	Professional Services	**Job Level** 3
Responsible to	Associate Director (Research and Innovation)	
Responsible for (Staff)	Content Assistants	

Job Purpose Statement

The post holder is responsible for the co-ordination of Acquisition sourcing element of the service, including but not limited to purchase, receipting, renewals, processing of the subscriptions and cancellations. This involves ensuring the information needed for the annual review and monitoring (e.g. financial and access) is collected, processed and analysed appropriately to support decision making.

They will also ensure the provision of comprehensive, effective and efficient support in the area of digital innovation applied to subscriptions and one-off spending, and the practical application of AI solutions to improve Library Service workflows.

The post will act as a key co-ordinating contact between Content Team Leads, the Engagement Librarians and the Library Assistant, ensuring procedures and guidelines are understood and applied consistently to ensure an effective library service.

The role contributes significantly to the delivery of both the University Education and Research strategy; it 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. Co-ordinate the Acquisition sourcing element of the service (including but not limited to purchase, receipting, renewals, processing of the subscriptions and cancellations) ensuring it is fit for purpose and working closely with the Faculty Librarians to develop the service.
2. Monitor relevant budgets and co-ordinate annual reporting providing up to date and accurate information on subscription and one-off spend and commitments for subscription materials, for example to support future decision-making.
3. Contribute of the lifecycle and access requirements for subscription and on-going licensed materials including acquisition, implementation, evaluation, administering renewals, and cancelled publications or agreements. This would include the use of tools such AI or other innovations in the sector.
4. Review procedures and workflow connected to subscriptions, ensuring they are fit for purpose and maximise efficiency, making recommendations for improvements where identified and implementing agreed changes, particular in relation to emerging licences models, accessibility and sustainability of subscriptions/ metadata /use of AI applied to Collections.
5. Provide detailed advice and guidance on library processes connected to acquisition, management of licences and monitoring of our supplier processes, using judgement to suggest the most appropriate course of action.
6. As part of the wider Content team, manage two Content Assistants and help to set work for all Content Assistants as required. Provide advice and training to Content Advisors and Assistants as required.
7. Actively seek ways of improving service & service experience and support from suppliers by attending meetings, conferences etc. and keeping track of content and developments in subscriptions, resource supply & digital innovation in libraries.
8. Actively collaborating with colleagues across the Content team on other innovation projects that might arise in conversation with the line manager.

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

- 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 results, 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

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- 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 environments and current changes in licences and acquisition of resources and their application in the academic library context.

- The post holder is expected to deal with day-to-day problems and communications within the Engagement Librarians and the Content team. 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 processes and systems in this area are 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 Acquisition, Open Access and AI/digital innovation' 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

- The post holder has no direct budget management but is responsible for monitoring spend in acquisition and one-off expenditure and reporting on this spend.
- 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 expected to work across teams as required to deliver services and fulfil objectives of the wider Library Education and Research remit

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	
HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience. Or: Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.	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 of the content and library resources acquisition environment and their application in an academic library context	E	2
Excellent understanding of digital innovation applications in an academic library context	E	2
Experience in producing reports and analysing complex data	E	2
Demonstrable ability to work under pressure in a busy service, while maintaining accuracy and attention to detail	E	2
Experience of utilising IT to support day to day work	E	3
Experience in financial administration/budget monitoring	D	2
Experience of liaising with publishers/suppliers	D	n/a
Experience in applying digital innovation and AI in library context	D	2
Experience of using programming languages in a library context	D	2
Experience of carrying out staff training	D	n/a
Experience of work in Higher Education	D	n/a
Experience of providing direct support to users (students and staff) in a higher education or related context.	D	N/A

Special Requirements:	**Essential/ Desirable**
Willingness to work flexibly under annualised hours working arrangements	E

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	2
Adaptability / Flexibility	2
Customer/Client service and support	2
Planning and Organising	2
Continuous Improvement	2
Problem Solving and Decision Making Skills	3
Managing and Developing Performance	2
Creative and Analytical Thinking	3
Influencing, Persuasion and Negotiation Skills	1
Strategic Thinking & Leadership	n/a

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.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The department of Library and Learning Services supports a large student and researcher population.   Located in the centre of the campus, the Library has collections on seven floors and over 1,600 study spaces. The collections include 500,000 printed volumes, as well as access to a large variety of electronic books, journals and databases. There are 350 university networked PCs, and wireless networking. The Library building is open 24/7/365with externally contracted staff providing a security and service from 20.00 – 8.00.

The department of Library & Learning Services is organised into three broad areas: 'Student Experience', 'Education & Research' and 'Learning Development'. The Education & Research area includes Content & Discovery, Open Research and Faculty Engagement.

Department Structure Chart
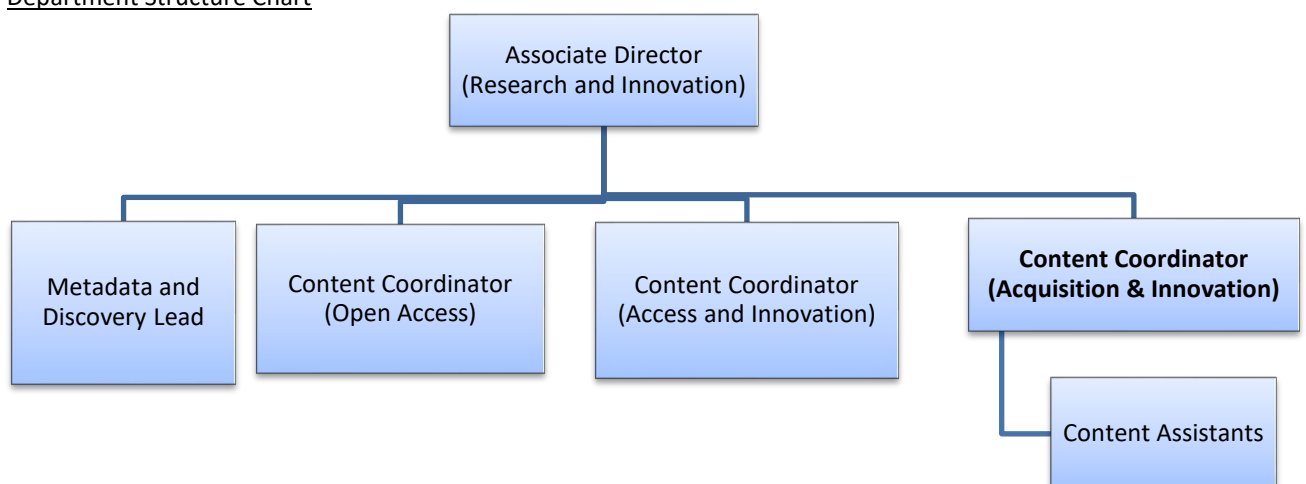
Relationships

Internal

- Content team
- Faculty Librarian team

External

- Procurement
- Finance
- ITS
- Jisc
- Publishers
- Suppliers