

	Last Updated: 18/04/2026		
Job Title	Digital Scholarship & Innovation Coordinator		
Faculty/ Department	Library	Legal Entity	University of Surrey
Job Family	Professional Services	Job Level	3
Reports To	Digital Scholarship Manager	Line Manages (role title(s))	Content Advisor (Open Scholarship & Innovation)

Job Statement This should be a concise, short paragraph of what the post entails and why it exists in terms of contribution and impact e.g. improving student/staff experience, increasing University funds etc.

The post holder is responsible for the co-ordination and practical delivery of digital scholarship activities including but not limited to the Library Digital Scholarship Service. This involves support the delivery of training and advising on copyright matters

They will also ensure the provision of comprehensive, effective and efficient support in the areas of digital innovation applied to teaching and research, digitisation and digital shift of resources including the application of a user centre approach to library digital solutions, within the unit. Maintain an overview or coordinate (where appropriate) the development of innovative approaches to digital scholarship.

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 is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

1. Contribute to the development of innovative approaches and presentation of resources for teaching and research using a range of digital system, included but not limited to library systems, application programming interfaces and languages as relevant to promote innovation and data analyses.
2. Overseeing the work of others (direct or indirectly) working in digitisation processes or formal shifting, providing guidance and coaching relevant colleagues through on-the job training to help them acquire skills and experience
3. Contribute to the development of innovative approaches to content acquisition, access and metadata via the use of tool such as AI or other innovations in the sector.
4. Review procedures and workflow connected to the Library Digital Scholarship Service ensuring they are fit for purpose and maximise efficiency, making recommendations for improvements where identified and implementing agreed changes, particular in relation to digitisation of resources / discoverability, accessibility and sustainability of digital resources / digital preservation practices /use of AI applied to Collections.
5. Provide detailed advice and guidance on library processes and copyright connected to research sharing activities & digital innovation applied to collections to internal and external users and stakeholders, using judgement to suggest the most appropriate course of action.
6. As part of the wider Content and Open Research team, supervise relevant Content Assistant/s 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 e-textbook, 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.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

Provide a summary of the level of the **accountability and problem-solving**.

Accountability

- The post holder has the freedom to work in a proactive manner and to decide how to achieve the result, generally based on their own judgment and experience as well as a sound understanding of the strategy and policy framework of Library and Learning Support Services.

- The post holder will be responsible for designing and developing departmental processes and procedures to be used by team members

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 e-textbook 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 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.

Supplementary Information You may wish to include information that has not been captured in the other sections but has an impact on the size of the role e.g. number of staff indirectly reporting to the post holder, the budget they manage, number and type of students or customers the job affects directly/indirectly, key internal and external relationships*.

Person Specification This section describes the 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)	Essential/Desirable	Level 1-3
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). Level 1: basic level of understanding/experience and can apply it with guidance. Level 2: good level of understanding/experience and can apply it with little or no guidance. Level 3: expert level of understanding/experience and can apply, develop it and guide others.		
Experience in delivering training to a wider audience	E	3
Strong IT literacy, including confident use of workplace technologies (Office applications, databases, web systems)	E	3
Knowledge and experience of digital innovation within the GLAM sector	E	2
Understanding of digitisation processes and related technical skills (e.g., HTML, XML, data handling)	D	n/a
Experience of contract or supplier management	D	n/a
Special Requirements		Essential/Desirable
This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.		
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 Adaptability and Flexibility Customer, Client service and support Planning and Organising Continuous Improvement Problem Solving and Decision Making Skills Managing and Developing Performance Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills Strategic Thinking and Leadership	3 3 3 2 3 2 2 3 2 2
This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose. 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. - Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation. - 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: - All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.	
Organisational/Departmental Information & Key Relationships	
Background Information You should include a short statement on the background of the Faculty/department in which the post holder will be operating. You may also wish to include any other useful information to an applicant e.g. why the project exists, what the strategy of the department is etc.* 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 24/7/365 with 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', 'Research & Innovation' and 'Learning Development'. The Research & Innovation area includes Content & Discovery, Open Research and Digital Scholarship	

Department Structure Chart Please highlight the post holder's role by right clicking and selecting format shape, selecting solid fill and 2nd shade of blue in list. Boxes can be added/removed by right-clicking and selecting add shape or cut. Font should be Frutiger LT Std 45 Light (max font size 10*.

