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| **Post Details** | | **Last Updated:** 15/06/2018 | | | | |
| **Faculty/Administrative/Service Department** | Library & Learning Support Services | | | | | |
| **Job Title** | Content Lifecycle Manager | | | | | |
| **Job Family** | Professional Services | | **Job Level** | 5 | | |
| **Responsible to** | Head of e-Strategy & Resources | | | | | |
| **Responsible for (Staff)** | Content leads and Supplier Coordinator | | | | | |
| **Job Purpose Statement**  The post holder is responsible for the strategic direction and development of content supply and management, ensuring that content delivery supports the University’s Education and Research Strategies, and shaping the approach to suppliers and across the sector. The budget overseen by this role is c£4m annually. They will be responsible for ensuring that the Content section of the team deliver a high quality professional service. The emphasis is on continuous service improvement, sound financial management of the Library content budget and the achievement of ‘value for money’ solutions to content provision.  The post holder is also responsible for working with Estates and other LLSS managers responsible for the library space ensuring that the physical collections are managed and housed appropriately with a view on best use of space and for exploration of strategic solutions to collection storage. The role involves close working with other managers in LLSS and across the HE and library sectors.  The post is expected to lead development of consistent and integrated approaches to content provision, discovery and support of the content users. This role includes a requirement for partnership working with the University Finance and Procurement teams.  The role has a direct bearing on the University’s ability to deliver appropriate and effective student learning and researcher experiences whilst operating within sound financial principles. | | | | | | |
| **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. Significantly contribute to and subsequently deliver on all content related aspects of the LLSS Operational Plan annually providing professional and specialist knowledge to ensure professional services are delivered. To provide consistent content and collection oversight and management. 2. Take responsibility for the effective management of the Library content budget (c£4m annually) and for the creation of relevant reports and management information to members of the LLSS senior team as appropriate. Ensure all processes adhere to University Finance and Internal Audit requirements and are always of the highest possible integrity. 3. Work collaboratively within the HE sector to influence both the relevant purchasing consortia and the content providers. 4. Provide direct line management to the Sourcing & Payment Lead, the Content Management Lead and the Supplier Coordinator, and support their management and development of all other members of the Content section. This will include recruitment, performance management and appraisal, motivation, work allocation and monitoring, training and development. 5. Review services to ensure a programme of continuous improvement based on statistical and other qualitative evidence, this includes monitoring performance against agreed performance indicators to meet targets and service levels, development of these Key Performance Indicators and negotiating with suppliers to ensure that the SLAs we are offered are acceptable. 6. Work with colleagues across LLSS and the wider University community to facilitate knowledge of, access to and review of content. 7. Deal with complex problems and enquiries escalated from the team ensuring that we maintain our positive reputation with our clients and in the sector.   **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 works closely with and deputises for the Head of e-Strategy and Resources, developing innovative approaches to support and service provision. * The post holder will be expected to develop a high-level understanding of University and Library strategy, operating within this framework to develop strategic approaches and to set objectives for the area of responsibility which support the department in meeting University objectives. They will inform the planning process over a four-year period and be expected to plan their area’s activities for at least 12 months at a time. * The post holder will have significant discretion to determine their own priorities and to propose innovative approaches to achieve their objectives. * The post holder will be expected to deliver agreed projects change and service innovation within the Content section of LLSS. * The post holder must be a service focussed, resourceful and self-motivated manager and a confident and effective communicator as they are expected to interact, advise and influence suppliers and University colleagues at all levels. * The post holder will represent the service at national and professional events and may represent the University in external discussions with regards to their area of responsibility. | | | | | | |
| **Problem Solving and Decision Making**   * The post holder is expected to resolve the majority of problems or issues faced through identifying key components of the problem and applying their extensive knowledge and experience to generate solutions, which produce acceptable and timely outcomes. * All advice and guidance provided will be based on knowledge of external regulatory frameworks relevant to the area of work, however, this role is not wholly covered by defined policies and procedures, therefore, the post holder must exercise reasonable personal initiative and sound analysis when faced with problems in order to identify and put forward solutions. * The post holder will be expected to analyse problems from a wide-base of existing knowledge and realise that the problem as presented may not be the full issue and take time to investigate all potential avenues. * The post holder will be expected to devise a range of potential solutions to issues and then select the most appropriate for the circumstances. These decisions must include the implications and risks of the various options. * The post holder has latitude to consider which among many procedures should be followed in order to achieve the required results, where procedures do not fit the situation, precedent will determine the appropriate approach and where appropriate update procedure to capture new precedent. * In discussing and resolving complex or unprecedented issues advice may be sought from the Head of e-strategy and Resources and other members of the SMT including the Director. * Objectives are clearly defined by policies but there is some substantial freedom permitted in the achievement of end results. | | | | | | |
| **Continuous Improvement**   * The post holder is expected to bring a high level of professional and strategic insight and influence to bear on the development of content services. To contribute fully, they must maintain a high-level awareness of developments relevant to the area of responsibility and a professional profile. * The post holder will revise or develop procedure and policy for approval and contribute to their successful implementation in order to deliver appropriate benefits and ensure external (e.g. regulatory or national codes of practice) requirements are met. * The key focus of this post is to ensure a culture of self-learning continuous improvement across the Content section ensuring all possible options are considered around new ways of working and that the service is effective and cost-efficient. * In this the post holder will demonstrate personal commitment to improving their own skills and knowledge through work experience and/or professional qualification. | | | | | | |
| **Accountability**   * The post holder will have a great deal of agency in how they operate provided that activities are consistent with approved plans, objectives, policies and precedents. * The post title will have regular meetings and one to ones. * The post holder will have a significant role in delivering the Content elements of the Library strategic plan and will be responsible for delivery of the operational plan. * The post holder will be responsible for setting quality and professional standards and management of the service delivery for the department. * The post holder will be responsible for monitoring and reporting on the operation of the content budget (c£4m annual) | | | | | | |
| **Dimensions of the role**   * The post holder manages the Content Leads and Supplier Coordinator. * They are also responsible for the cascade of all staff development and management within the Content section. * The post holder is responsible for the departmental team responsible for the management of a multimillion pound content budget. * The post holder will manage or monitor resources/budgets within allocated project/area where appropriate, to ensure maximum value is delivered for resources deployed. * The post holder is expected to contribute to resource and budget planning within their area. * The post holder will act as a mentor/coach to colleagues, which may involve training staff to support their occupational development | | | | | | |
| **Supplementary Information**   * Success in this role is heavily dependent on building successful and strong relationships, both within the University, as well as the wider business and HE community. | | | | | | |
| **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** | | | | |  | |
| Professionally qualified with a relevant degree/postgraduate qualification, plus broad relevant management experience in a similar or related role.  OR  Significant vocational and relevant management experience, demonstrating management ability in an appropriate professional area, and success in similar or related roles, including evidence of formal development of specialist professional knowledge relevant to the area of work | | | | | E | |
| Management qualification or evidence of engagement through attendance at staff management related development and training | | | | | E | |
| Membership of a relevant professional body, | | | | | D | |
| **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** | |
| Demonstrable experience in a management or leadership role, in an area of work relevant to content provision preferably within an academic or library environment and including financial responsibility | | | | E | 3 | |
| Proven knowledge and evidence of professional engagement with current developments in library and content sectors | | | | E | 3 | |
| Well-developed organisational skills, including the ability to negotiate solutions across departmental boundaries and pro-active promotion and development of the area of work within the institutional context. | | | | E | 3 | |
| Proven working experience with Library Management Systems and IT technologies including web technologies, including managing the resolution of issues. | | | | E | 3 | |
| Experience of planning and policy making at departmental level | | | | D |  | |
| Project management experience | | | | D |  | |
| **Special Requirements:** | | | | | **Essential/ Desirable** | |
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| **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 / 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 & Leadership | | | | | 3  3  2  3  3  3  3  2  3  2 | |
| 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 role is located within Library and Learning Support Services and supports the specialist acquisition and management of Library content activities. The role includes working with a wide variety of staff both within Library & Learning Support Services including, Archives, Faculty Engagement Librarians, Learning Development and Library systems staff, as well as the University IT department and suppliers.  The department of Library & Learning Support Services is organised into three broad divisions, ‘Client Services and Engagement’, ‘e-Strategy and Resources’ and ‘Learning and Academic Skills ’. This role sits within e-Strategy & Resources which is responsible for all Library content lifecycle activities, open research activities and provides library system support. This role sits within e-Strategy & Resources. | | | | | | |
| 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).* | | | | | | |
| Relationships **Internal**   * All senior leads across the Post title portfolio * Faculty Engagement Librarians * Customer Services Experience Manager * Customer Services staff   **External**   * University Finance * University Procurement * SUPC * JISC * Content suppliers * Others in similar posts in the HE sector (UK and international) | | | | | | |