### Purpose of role

You will manage the Discovery & Access team within the Content and Discovery section.

Content and Discovery is responsible for making information resources in all formats available and discoverable, from purchasing and metadata creation through to physical stock review, including management of most of the systems used to do this. We are part of University of Nottingham Libraries and you will also work with other teams in libraries which provide help and support to end users of the services.

Discovery & Access manages library systems and software to support library operations and resource discovery, including institutional repositories for research publications and data and ensuring people all over the world can find and use University of Nottingham research outputs. We work with colleagues across other professional services Departments to manage integrations with different University systems and to plan for organisation-wide changes.

You will take a lead on the resource discovery experience of University of Nottingham staff and students. Managing a team of specialists in library systems and metadata, you will ensure that systems and processes are user-focused and reflect institutional need. Your key areas of focus will be the management and development of technical solutions (for library management, resource discovery and access, repositories and research) and ensuring that standards, formats and processes for cataloguing and metadata enable discovery.

Our City is known and loved for its diversity, and we are currently working towards improving the diversity of our Department. This can only improve the quality of the service we are responsible for and, as such, we particularly welcome applicants from Black, Asian, and Minority Ethnic backgrounds.

### Main responsibilities

<table>
<thead>
<tr>
<th>% time per year</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Team Leadership**

You will lead, motivate, support and represent the team

- Creating a professional, supportive and engaged culture, establishing team cohesion and ways of working to balance both team effectiveness and individual preferences
- Setting and reviewing goals for individuals and the team
- Acting as escalation point for issues and problems
- Identifying where new/additional skills are required and providing for training and development needs
- Working with team librarians to support staff through change and co-creation of new plans, and to optimize systems and processes
- Implementing HR processes and guidelines with regard to recruitment, performance and reward, health and safety and EDI

### Systems Management
You will plan, coordinate and manage work across the team to ensure services run efficiently and consistently across the University of Nottingham's global campuses.
- Providing strategic direction on development of systems and metadata
- Ensuring cover for all systems managed by the team - library management and resource discovery systems, institutional repositories supporting open access (text and data), integrations with other departmental and institutional systems
- Keeping up to date on metadata schema and cataloguing standards
- Managing and updating access and authentication methods
- Providing technical support for open research initiatives and research funder requirements

### Customer Support
You will provide consistent and excellent support for customers
- Working with team librarians to provide training and support for colleagues in the use of library management and resource discovery systems
- Monitoring systems, identifying and resolving issues, in partnership with Digital and Technology Services (DTS) and system suppliers
- Working under time pressure to restore live services
- Consulting with colleagues in DTS to ensure service developments are implemented in line with university change and release policies.

### Project work
You will develop projects which deliver innovative and efficient library services
- Working proactively with departmental and institutional stakeholders to agree the scope and shape of library systems projects
- Managing and leading on all aspects of the project and programme lifecycle including planning, delivery, benefits realisation and closure
- Contributing as a project team member to departmental and institutional projects, bringing systems and metadata expertise where required
- Taking part in internally and externally funded projects in areas of interest such as scholarly communications, research data management, and open scholarship.

### Stakeholder engagement
You will maintain good working relationships with internal and external stakeholders
- Building and maintaining key contacts in other sections of Libraries, and in Schools and Professional Services, representing the Discovery and Access team and ensuring that services are integrated across the university
- As Supplier Relationship Manager, attending service review meetings with key system and metadata suppliers, providing feedback on performance and resolving operational issues
- Representing University of Nottingham Libraries at national groups and forums to ensure currency in services, systems and developments.

### Personal and professional development
- 5%
You will be supported to pursue your own development activities
- Maintaining currency in developing areas within systems and metadata
- Developing specialist skills to support emerging requirements at departmental and institutional level
- Contributing to the formulation of departmental strategy, policy and decision-making as a member of the University of Nottingham Libraries Leadership Group.

| 7 | Any other duties appropriate to the role and level |

### Person specification

<table>
<thead>
<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Good information technology skills.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Good oral and written communication skills with the ability to present complex concepts in a clear manner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Organisational and administrative skills, able to prioritise and adapt under pressure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Proactive and positive, able to motivate, inspire and influence others</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Curious about new opportunities, able to provide creative, user-focused solutions to problems</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge and experience</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Experience of staff management, supporting colleagues and sharing expertise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Experience of management of library systems, developing innovative solutions and contributing to strategic planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Understanding of the information requirements and information-seeking behaviour of students and researchers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Knowledge of library systems and metadata standards including MARC and Dublin Core.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Understanding of the IT and systems environment in which digital developments are placed, particularly cloud Software as a Service (SaaS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Project management experience and knowledge of project and change management methods</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Understanding of the Higher Education research environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Experience of working on systems implementation projects</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Knowledge of recent developments in the field of Higher Education and digital solutions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Knowledge and understanding of broader academic library and information services within a large research-led university</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Experience of high-level influencing and negotiation, especially in supplier relationship management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Experience of business analysis and/or process mapping</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
and how this relates to library repository systems and metadata

- Experience of working with colleagues from a range of professional backgrounds, including IT specialists

| Qualifications, certification and training (relevant to role) | Educated to degree level, or knowledge of higher education with a demonstrable commitment to lifelong learning  
Qualification in librarianship / information technology, or with experience working with resource discovery or IT systems at a strategic level | Project or Programme management accreditation |
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

Valuing people  
Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

Taking ownership  
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

Forward thinking  
Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

Professional pride  
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

Always inclusive  
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

- **Line manager**
  - Associate Director (Content and Discovery)

- **Role holder**
  - Senior Librarian (Discovery and Access)

- **Key stakeholder relationships**
  - Direct Reports
  - Colleagues, Staff and Students
  - Technical suppliers