Library Research Support Manager

Job Summary

Robert Gordon University is proud to be a leading, modern university which offers an inclusive, innovative environment, where everyone contributes to delivering impactful education and research.

Library Services provides a comprehensive range of services and resources to enhance learning, teaching and research. We are an active partner in the delivery of the university's strategy, championing inclusive and sustainable approaches to all areas of our work, contributing to a welcoming campus environment, driving research and the development of a strong research culture and are central to the provision of an excellent student experience. This is an exciting time to join us as we develop a new Library Strategy setting out our vision to support the university's Roadmap to 2030.

We are expanding our leadership team with the creation of a new post of Library Research Support Manager. This is a rare opportunity for a passionate and ambitious individual to shape the development of a new service model which positions the Library as a key partner in support of researchers and the research process and steer Library support for the Research Excellence Framework (REF).

You will be a skilled manager with an excellent understanding of the UK research and scholarly communications environment and the ability to engage with and work confidently and persuasively with a diverse community of researchers, students, academics and professional services staff. You will have experience of leading effectively in a complex environment and of contributing to the development of strategy, policy and processes in the context of continuing service development and improvement. Strong IT skills and experience of working with information systems are essential.

The Research Support team plays a key role in realising RGU's ambitions for a vibrant, collaborative, open and inclusive research environment that delivers high quality, impactful outputs and public value. The team provides

expert advice to the RGU research community around open access and scholarly publishing, facilitating compliance with REF and funder policies and promoting the transition to an open research environment. In addition to managing OpenAIR, RGU's institutional repository, which showcases RGU research to the world, the team provides a hosting platform for the publication of open access journals and contributes to researcher development through a portfolio of workshops and guidance. The Library works closely with the University's Research, Innovation & Enterprise team to plan and deliver on RGU's ambitious research strategy.

For informal enquiries please contact Jennifer Louden at j.louden@rgu.ac.uk

This role is suitable for hybrid working in line with the University's policy and guidance. Due to Library operational requirements, work from home will usually be limited to one day per week.

In keeping with RGU's commitment to work/life balance you will benefit from a generous pension scheme, 46 days annual leave (including statutory days) an onsite nursery and sports centre, as well as a range of voluntary health and travel benefits.

We are committed to attracting and engaging a diverse range of staff and fostering a culture where everyone feels welcome, comfortable to express their ideas, and can reach their full potential. For more information, please visit Our Diverse Workforce pages.

Job Description

RESPONSIBLE TO: Director of Library and Learning Services

RESPONSIBLE FOR: Research Support Librarian

PURPOSE OF POST: To lead the Library's Research Support team, developing and delivering services in support of a vibrant research environment that delivers high quality outputs, impact and public value. To work proactively and collaboratively to build strong relationships with key stakeholders across RGU's research community. To lead change initiatives and help to shape the future direction of Library services in alignment with RGU's Strategy.

Principal Duties:

Research Support
- Develop a service model which positions the Library as a key partner in support of researchers and the research process and steer Library support for the Research Excellence Framework (REF).
- Drive the development and delivery of a portfolio of high-quality research skills training and support for postgraduate students and academic staff.
- Lead on the development of policies and services to embed open research practice at RGU.
- Provide expert advice and manage institutional funds for Open Access (OA) ensuring REF, funder and reporting requirements are met.
- Work with Library colleagues to maximise the use of budgets to support equitable and sustainable models of OA publishing.
- Advise RGU researchers on the development of effective publication strategies which support the dissemination of high-quality outputs, meet funder requirements and maximise impact.
- Develop a bibliometrics service which promotes responsible use of metrics and enhances understanding of the visibility and impact of RGU research outputs.
- Collaborate with Library Systems, IT & Digital and Research, Innovation & Enterprise colleagues to develop a user-friendly technical infrastructure which supports the effective management of RGU research outputs.
- Work with IT & Digital and Research, Innovation & Enterprise to improve and embed good practice in research data management.
- Promote the research potential of Art & Heritage Collections.

Communication
- Advocate for Library research support services within the University and represent RGU externally. Monitor and disseminate information on national policies, frameworks, regulation and funder requirements and evaluate potential solutions for adoption at RGU.
- Actively seek opportunities to grow relationships with key stakeholders in the RGU research community.
- Develop an effective communication strategy which raises awareness of Library research support within the University and externally.

Leadership and Management
- Contribute to the strategic planning and policy development of Library services. Lead other groups/teams to ensure the vision, values, strategic and operational objectives of the department are achieved, communicated and delivered.
- Drive the delivery of quality services and ensure effective alignment and integration with other Library and RGU services and environments.

- Deputise as required for the Director of Library & Learning Services.
- Manage and direct the Research Support team, empowering and developing staff to acquire the knowledge and skills required to meet changing service needs.
- Develop and monitor service plans and priorities, set objectives and report on service standards and performance.
- Maintain management information in support of data-driven decision making.

General
- Keep up to date with relevant professional and technical developments.
- Maintain an understanding of appropriate policies and regulations.
- Undertake the role in line with the university's core values.

This job description is not exhaustive, and the role holder may be required to undertake other relevant duties as reasonably required. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Qualifications and Professional Memberships

- Educated to degree level.
- Relevant postgraduate or professional qualification or equivalent experience in a research support role.

Knowledge and skills

- Evidence of an excellent understanding of the current UK research environment, including the Research Excellence Framework (REF), Open Research, scholarly communications and the role of Library services.
- Excellent written and spoken communication, and ability to engage with and work confidently and persuasively with a diverse community of researchers, students, academics and professional services staff.
- Advanced analytical and problem-solving capabilities, the ability to adopt a collaborative approach to problem-solving, and to work flexibly as part of a senior leadership team.
- Skilled manager, able to adapt approach and style to motivate and support their team. Ability to provide strategic leadership and vision for Library Research Support services.
- Proven ability to manage projects, priorities and balance workloads and

those of others.
- Effective IT skills using MS 365 tools and functional databases.

Experience

- Significant experience of leading effectively in an environment of complex and evolving regulations, frameworks and procedures.
- Experience of contributing to the development of strategy, policy, training and work processes within the context of continuing service development and improvement.
- Experience of working with information systems in a library or higher education environment, such as research repositories, current research information systems, digital preservation systems.

DESIRABLE REQUIREMENTS

Qualifications and Professional Memberships

Knowledge and skills

- Knowledge of WorkTribe or an equivalent repository system.
- Familiarity with research data management, the use of bibliometric software, the principles of research impact.

Experience

- Experience of submitting to a REF exercise, leading on scholarly communications.

Behaviours

Behaviour 1: Communication - Ability to receive, understand and convey information requiring careful explanation and information of a complex or conceptual nature, in a clear and accurate manner

Behaviour 2: Service Delivery - Experience of exploring and adapting a service to meet customers' expectations and also identifying ways of improving standards

Behaviour 3: Decision Making - Experience of using own judgement to make decisions, making collaborative decisions with others to reach conclusions and providing advice or information that will influence the decisions of others

Behaviour 4: Team Development - Experience of providing advice or guidance to new starts, delivering training or instruction to others on specific tasks or activities and identifying the training and development needs of the team and carrying out performance appraisals

Behaviour 5: Planning and Organising Resources - Experience of planning, prioritising and organising the work of yourself and others (within own area) on a daily, weekly or monthly basis, whilst ensuring the effective use of resources

Behaviour 6: Team Work and Motivation - Experience of being a team leader, agreeing clear team objectives and organising and delegating tasks according to individual abilities

Salary: 47389.00 - 56535.00 GBP per Year

Position Type: Full Time , Permanent 35.0 Hours per Week