JOB DESCRIPTION

Job Title	Information Specialist & Curation Officer		
	Head of Curation, Digital Learning		
	Curation Team, Digital Learning		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

We draw from London's status as a financial, entrepreneurial, and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Digital Learning has a school-wide responsibility for the strategic direction, implementation and delivery of the digital learning portfolio, education technology roadmap and the school's library strategy. We are also responsible for generating revenue from the online portfolio. We deliver value to the school and its mission by leading and driving the following areas:

Curation
Enable effective curation of the School's acquired and created learning resources and provide streamlined access, ensuring compliance with legal and regulatory guidance.

Digital Product Portfolio
1. Grow the LBS online portfolio generating revenue from B2C, re-enforce the brand, and support LBS Executive Education to be a leading global digital executive learning provider.

2. Experiment with and explore new content, technologies, and trends to future proof our portfolio to deliver value and improvement to the digital learning experience.
3. Manage digital resource priorities for internal clients such as Advancement, Degree Programmes and Careers Centre, that can be reused across our learning experiences.

Research Amplification
Amplify the visibility of the School's research through effective management of research systems, data and processes that underpin the School's research lifecycle.

Services, Technology and Systems
Deliver services, systems and a technology portfolio that will:
1. Meet the needs of the School and departmental strategies.
2. Ensure availability of data for inclusion in the LBS Data Warehouse.
3. Meets the needs of our students, participants, and alumni.

Job Purpose

This role supports our stakeholders including students, faculty and alumni to find the content they need for their teaching, learning and research. Working closely with colleagues in the Curation Team and collaborating with colleagues in the wider department and the rest of the School, the role holder will ensure that relevant learning and research materials are made available and that our stakeholders know where and how to access them. The activities the role will undertake include (but are not limited to) answering research enquiries, planning and running training sessions, creating online learning materials and cataloguing.

Key Areas of accountability and Key Performance Indicators (KPIs)

Delivery and Support
- Leverage expert knowledge of the content within library databases and advanced research skills to provide research advice and guidance to a broad spectrum of stakeholders: students, staff, PhDs, faculty, and alumni.
- Schedule, create, and run training and induction sessions to degree education students and provide ad-hoc one-to-one training assistance.
- Responsibility for the designing, scheduling, and running the skills sessions for PhD students as the subject matter expert, for tools such as Overleaf, Zotero and Libkey Nomad.
- Maintain and develop our web presence on LibGuides and in Canvas. Using specialist knowledge of current and growth areas of interest for student and faculty research to ensure the library service offering is relevant.
- To promote all library resources and services to all our customers. This includes active involvement with all the library's marketing and internal communication activities
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require.

- Resolve operational day-to-day issues referred from across the School.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.
- Lead, design, and manage the creation and updating of online training clips on the use of library resources. Promote these training materials to relevant stakeholder groups.
- Keep up to date with our new research products and assist in assessment of their value to the organization.
- Work with the Acquisitions Manager on the following activities:
  - Making recommendations for print stock acquisition and disposal,
  - E-book purchases.
  - Book processing, cataloguing and e-book activations.
  - Course reading checking processes.
  - The delivery of the Scanning Service.
- In addition to the above, this role is the collection owner for the Academic Skills and Wellbeing collections. Responsibilities include ensuring the collections are kept up-to-date making purchasing and disposal decisions.
- Manage our RNIB Bookshare account.
- Contribute to the cataloguing of our digital learning assets.
  Contribute to the (Monday to Friday) staffing of the library's enquiry desk, inbox and Libchat and associated duties (i.e., ensuring physical areas and bookshelves are tidy)

Analysis and Reporting
- Independently collate, cleanse, and analyse data for areas of responsibility, and make recommendations based on analysis.
- Liaise across the team and other departments to prepare reports to inform review, planning, and decision-making.

Compliance
- Utilizing expert knowledge, work with the copyright officer to offer guidance to staff and Faculty on copyright compliance.
- Understand the restrictions of our licenses and be able to advise our stakeholders on appropriate use.

Collaboration
- Collaborate closely with team members and other departments across the School to enable cross department working. This could be on BAU tasks or as part of a project. From time to time the role holder may be asked to lead on a small projects.

Financial Management
- Monitor and review financial activity for collections you are responsible for, ensuring appropriate processes are adhered to and expenditure kept within assigned budget.

Process Improvement
- Monitor processes, systems, and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement considering changing needs, feedback and/or current best practice thinking.
- Implement any agreed changes using project and change management processes.

KPIs:

- Delivery of high-quality service.
- Compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- A professional library qualification (such as a Bachelor's or Master's degree, or a post-graduate diploma in Librarianship or Information Management) (desirable).
- Business school library experience (desirable).
- Excellent communication skills with the ability to engage various audiences both internally and externally.
- Experience of running database training and information skills sessions in person and online (essential)
- Familiarity with a range of Business databases (desirable)
- Experience of purchasing and cataloguing print and e/books
- Experience of using tools such as LibGuides and Rise to create online content
- Experience of supporting reading lists.
- Basic working knowledge of policies, regulations, and legislation in area of specialism.
- Awareness of accessibility in the digital space
- Excellent organizational skills and meticulous attention to detail; ability to prioritise workload. Positive experience of working within a customer-services orientated environment.