

# JOB DESCRIPTION

<b>Job Title</b>	<b>Head of Curation</b>		
<b>Reports to</b>	<b>Executive Director, Digital Learning</b>		
<b>Department</b>	<b>Digital Learning</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</b>

## 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. With London in our hearts, we draw from its 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

### Acquisitions & Curation

- Shape and align the curation and content acquisition strategy to the support the expansion of our online portfolio and digital assets
- Oversee and manage the implementation of curation and acquisitions processes, associated policies and reporting
- Oversee the datasets and databases collections to ensure we are meeting the research and teaching needs of Faculty and Students.
- Lead on the negotiation of e-journal and e-book subscriptions or renewals with suppliers, working with the Acquisitions Manager to ensure license terms meet the needs of the School and costs are within agreed budget
- Lead the acquisitions team to ensure our print stock acquisition and disposal activities are in line with the school's needs.
- Updating guidance on acquisitions workflows and processes
- Partner with business stakeholders to determine curation and acquisitions priorities and portfolio roadmap

### Services

- Lead the Special Collections & Archive service in conjunction with the Head of Academic Services including the growth of the special collection through digitisation, curation and communication of faculty research materials
- Support the delivery of the following:
  - a. The Research Resource Review Group ensuring the outputs are incorporated in the Library's collection decisions and budget planning
  - b. The School's Copyright Support Service
  - c. The Library's specialist business information Service.
  - d. the Library's marketing and internal communication activities, including promotion of all learning resources acquired by the core library team and those developed in house
  - e. Reading List Support Service

### Stakeholders

- Manage all stakeholder relationships to ensure seamless and efficient delivery of the curated content and services to key internal groups: Faculty, Staff & Students Alumni

### Line Management

- Line manage, motivation, and inspire a small team of library specialists and curators who support our learning experiences and faculty research

### Strategy

- Contribute to the wider department strategy and vision

### Research & Library Enquiry Desk

- Contribute to the (Monday to Saturday) staffing of the Research & Library Enquiry Desk, inbox and libchat and associated duties

## **Key Areas of accountability and Key Performance Indicators (KPIs)**

### **Key areas of accountability:**

#### **Strategy and Planning**

- Lead the development of the business information service, resource and curation strategy for Digital Learning.
- Contribute to the development of strategy for Digital Learning, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Lead the development of broader operational plans, to enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

#### **Partnering and Service Delivery**

- Partner with relevant area to understand their business goals and provide them with professional advice, sharing expertise and information to support effective decision-making.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

#### **Analysis and Reporting**

- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare reports to inform review, planning and decision-making.

#### **Compliance**

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for copyright, curations, and licensing, and support monitoring, to ensure compliance across the School.

#### **Collaboration**

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

#### **Financial Management**

- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

#### **Process Improvement**

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

### **People Management**

- Recruit the right talent for the team considering current and future needs
- Set objectives aligned with the departments plan and measure progress against KPIs
- Inspire, motivate and nurture the team, taking individual preferences and circumstances into account
- Enable the team to understand that learning drives performance and therefore encourages engagement in relevant learning and development opportunities.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

### **KPIs:**

- Delivery of high-quality business information, resource acquisitions and curation service to the school.
- Development of solutions and improvements in the management and access of our learning and research resources.
- Production of high-quality reports, to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

## Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification
- 7-10 years' experience in higher ed or corporate sector
- Digital curation experience
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience of software related to libraries and digital curation including process visualisation software
- Sound working knowledge of policies, regulations and legislation in library sector and digital curation.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- In-depth knowledge of business education/specialist area.
- Experience of leading projects.
- Experience in people management
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.