

# JOB DESCRIPTION

<b>Job Title</b>	<b>E-Resources Manager</b>		
	<b>Head of Curation</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**

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

## **Job Purpose**

Responsible for the procurement, provision and management of the Library's portfolio of specialist business resources (databases or acquired data). The role is central to e-resource provision, carrying out an on-going due diligence process that ensures value for money and research relevance for e-resources at all times.

Negotiate access terms and prices for new subscriptions and renewals with publishers and suppliers using the School's procurement framework;

Manage the Research Resource Review Group meeting services, including agreeing agendas, distributing minutes and bringing in colleagues as and when required

Ensure that renewals remain relevant to need, the price paid is competitive and that licence terms meet requirements, liaising with the School's lawyer when appropriate;

Assist members of faculty to negotiate and procure e-resources, liaising with suppliers on their behalf.

Maintain accurate records of licences, renewal dates, and costs (both current and historic).

Advise the Acquisition Manager on licensing issues in relation to e-journals and e-books on request.

Co-ordinate the e-resource management process from e-resource request through purchase to implementation, liaising with library colleagues to provide:

- Authorised authentication to e-resources
- Administration of invoices and purchase orders
- Promotion of e-resources and relevant licence term

Oversee user list management for e-resources requiring individual registration. Actively manage the library datasets budget, providing detailed forecasts on e-resource budget spend and allocations;

Ensure compliance with licences, by communicating terms and conditions within the School, monitoring usage and acting upon any unexpected activity.

Prepare detailed usage reports, overlap and cost analyses to measure engagement with the e-resource portfolio and inform new contract or contract renewal decisions.

Actively contribute to the curation, cataloging and classification of the schools digital learning assets.

Work with Business Information Specialists to evaluate products and closely inform renewal and purchase decisions, advising on purchase, renewal or cancellation.

Prepare statistical returns for senior management stakeholders and engage with user groups to actively understand user needs and expectations.

Research new products in the marketplace, hold regular supplier meetings, administer product trials, evaluations and manage user testing.

Conduct periodic reviews of the e-resources portfolio, monitoring cost and usage, benchmarking the portfolio against other business schools and evaluating its benefit to the School, to ensure best value and return on investment.

Assist with enquiry support for content and access issues experienced by customers, working with library colleagues and third-party suppliers to resolve issues, as appropriate.

Promote the e-resource portfolio to specific groups including front-line staff to raise awareness and encourage usage.

Contribute to the (Monday to Saturday) staffing of the library's enquiry desk, inbox and libchat and associated duties (i.e. ensuring physical areas and bookshelves are tidy).  
N.B. Saturday service is remote service so no physical attendance on campus required.

Comply with data protection requirements in all working practices and maintain confidentiality as necessary.

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

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

#### **Strategy and Planning**

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and 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 or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.

- 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**

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

### **Compliance**

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

### **Supplier/Contractor Management**

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

### **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.

### **Project Management**

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

### **Financial Management**

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- 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.

### **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.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

### **KPIs:**

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- 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 or equivalent library experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Excellent analytical and problem-solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Experience of leading projects.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.
- Experience in reporting writing and data-driven decision making.
- Experience in acquiring data (or electronic resources) in a research environment.
- (Desirable) Sound working knowledge of policies, licensing and legislation in area of specialism.
- (Desirable) In-depth knowledge of resource requirements in business education/specialist area.
