

# JOB DESCRIPTION

<b>Job Title</b>	<b>E-Resources Officer</b>		
	<b>Head of Curation, Digital Learning</b>		
	<b>Curation Team, Digital Learning</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</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 day to day procurement, provision and administration of the library's portfolio of e-resources (datasets and databases). The role is central to e-resource provision, contributing to the on-going due diligence process that ensures value for money and research relevance for e-resources at all times.

Liaise and negotiate with suppliers. Work with the procurement team and Head of Curation to negotiate access terms and prices for new subscriptions and renewals with publishers and suppliers using the School's procurement framework;

Organise scheduling of Research Resources Review group meetings and circulate agenda, taking minutes.

Liaise with colleagues and suppliers to obtain and report on usage stats ahead of renewal dates

Work with the Head of Curation and Information Specialists to ensure that renewals remain relevant to need, the price paid is competitive and that license terms meet requirements, liaising with the School's procurement team or School lawyer when appropriate;

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

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 license term

Oversee user list management for e-resources requiring individual registration

Maintain relevant budget expenditure spreadsheets so that colleagues can provide detailed forecasts on e-resource budget spend and allocations when required;

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

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

Keep up to date on new products in the marketplace, organize supplier meetings for relevant colleagues, administer product trials, evaluations and manage user testing

Contribute to 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

Organise an annual showcase of our suppliers for students and faculty in consultation with curation team.

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

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)

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

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

### **Delivery and Support**

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

### **Analysis and Reporting**

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

**Compliance**

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

**Collaboration**

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
- Project Management
- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

**Financial Management**

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

**Process Improvement**

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

**Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

**KPIs:**

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- 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

- Bachelor's degree or equivalent experience.
- Professional library qualification desirable or equivalent experience.
- Good communication skills with the ability to engage a variety of audiences.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Basic working knowledge of policies, regulations and legislation in area of specialism.
- Excellent organizational skills and meticulous attention to detail.
- Ability to manage multiple internal and external stakeholders.  
Good project management skills
- Ability to prioritise workload.
- Positive experience of working within a customer-services orientated environment.
- Budget management experience
