

Leeds Beckett University – Job Description

Ref:

School/Service	Library and Learning Services
Section	Digital Learning and Research Services
Post Designation	Open Research Officer
Grade	4
Post to which directly responsible	Open Research Services Manager
Posts for which directly responsible	None
Purpose of Job	
<p>To provide advice and guidance to researchers, including assisting in the delivery of the Library's researcher training and guides offering, and in the support of research processes.</p> <p>To provide comprehensive user support and guidance for, and maintenance of, research platforms, tools, data and processes, including the Current Research Information System and repositories.</p> <p>To contribute to enhancement of technologies and colleague / researcher capabilities to support the research environment.</p>	
Responsibilities	
<ol style="list-style-type: none"> 1. To provide comprehensive researcher advice and support for the Library's research service offering, including research technologies, processes and output deposits e.g. publications, artefacts, data, Article Processing Charge (APC) approvals, Open Research and electronic Theses (eTheses). 2. To create, monitor and update appropriate support and guidance materials for researchers in a range of formats including web, video and audio. 3. To contribute to, and assist with, inductions, training delivery and awareness sessions for Library research services, including creating relevant materials, promotion, and administration e.g. scheduling, managing bookings, collating evaluations. 4. To communicate with colleagues about the Library's research services offering, promoting and advocating for the service and supporting researcher engagement. 5. To deliver our established excellent customer service practice, supporting the continuous enhancement of our service levels e.g. response times, quality of support and service availability. 6. To support the continuous enhancement of research platforms and tools e.g. the Current Research Information System and University repositories; processes; data; training programmes and guides. To contribute to system upgrades, integrations, workflows, and documenting changes and researcher requirements. 7. To collect, analyse, interpret and present data and information for a range of audiences, particularly in support of quality assurance initiatives and annual reporting, aligned with university data strategy 8. To work collaboratively with colleagues to achieve University, Service and Team objectives, including on cross-Library projects involving technology and the research environment. 9. To represent Library and Learning Services in a positive and professional way, participating in library and university activities such as clearing, open days, welcome, graduation and other relevant events. 10. To comply with all legislative requirements including accessibility, data protection, copyright, intellectual property, licensing and related University regulations and procedures. 	

11. To participate in relevant development activities and develop new skills and competencies to meet the evolving needs of the service. Keep up to date with professional developments in the field of education, libraries, research policy and procedure and any relevant technologies
12. To assist in the training and mentoring of new colleagues.
13. Any other duties commensurate with the grade as requested by senior managers.

Equal Opportunities

We are committed to providing a non-discriminatory and harassment-free working environment for our employees. All employees are expected to have due regard for those policies when carrying out their duties.

Safety, Health and Wellbeing

You will maintain a positive attitude to Safety, Health and Wellbeing in carrying out personal responsibilities and co-operate with policy/local rules/codes of practice.

Physical Conditions

The postholder will work on a hybrid basis, with home working and on campus working (City Campus and Headingley Campus).

Appointment is to Library and Learning Services and the postholder will be expected to work flexibly across services and working locations as appropriate.

Relationships

The postholder will work closely with colleagues and managers across the service and will work with and support the academic, administrative, technical, and managerial staff of the University.

Terms & Conditions

Terms & Conditions of Service are as determined by the Vice-Chancellor for Support staff (within a framework set by the Board of Governors) and will have regard to any national recommendations arising from negotiations between the Universities and Colleges Employers Association (UCEA), and the recognised trade unions in so far as these are adopted by the Board / Vice-Chancellor.

Salary is currently within Grade 4 (£). On appointment staff will normally be placed on the first point of the substantive grade for the post. Appointment above this will only be on an exceptional basis and subject to approval in line with our University's Pay Policy.

Support Staff

Annual leave entitlement begins at 28 days

Hours of work per week = 37

Probationary Period

Appointment to this position may be subject to a probationary period of up to 6 months, in line with our probationary policy. A copy of our probationary policy is available on our website or on request from Human Resources.

Pre-employment Health Assessment

Our University aims to ensure that all employees are placed in a job that is compatible with their health and physical abilities. In accordance with the Equality Act, questions relating to health are asked following an offer of appointment. All offers of appointment are subject to pre-employment health assessment.

Qualifications

In accordance with our pre-employment processes, it is University policy to verify qualifications for successful candidates. We will need evidence of those qualifications required by the employee specification and claimed on the application form.

Closing Date

xxx (midnight)

Please complete an online application. If you are unable to complete an online application, please contact xxxxxxxx on either 0113 812xxxx or xxxxxxx@leedsbeckett.ac.uk who will be able to provide you with a hard copy application form.

Post Title	Open Research Officer	Grade 4
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Please carefully read the notes of guidance enclosed with the application form and provide information to help us decide whether you meet the criteria below.

Qualifications, Skills, Experience & Knowledge	Essential	Method of Assessment (Application/ Interview/Test/Other)
1. A degree or postgraduate qualification in a relevant field or proven relevant professional experience / certification.	✓	A
2. Excellent IT/digital skills, and experience of enhancing and supporting customer facing software and/or hardware services.	✓	A/I
3. Experience of writing guidance materials in a range of accessible formats for diverse audiences e.g. web / HTML, audio, video.	✓	A/I
4. Experience of supporting and reporting on research services, evidencing knowledge of Open Access, REF compliance, research data and electronic Theses (eTheses)	✓	A/I
Performance Attributes Please note that all the following criteria are essential .		Method of Assessment (Application/ Interview/Test/Other)
PLANNING & ORGANISATION		
5. Ability to organise, prioritise and co-ordinate own workloads to meet deadlines and demonstrate flexibility where required.		A/I
SERVICE DELIVERY		
6. Commitment to provision of high-quality services, including experience of monitoring service standards, maintaining service records, continuously improving systems and processes to enhance service quality, and encouraging and acting on feedback to provide a positive user experience.		A/I
TEAMWORK		
7. Ability and enthusiasm for contributing to multi-disciplinary project teams and networks within and beyond our University on complex projects involving diverse user requirements.		A/I
COMMUNICATION		
8. Excellent communication and advocacy skills, including the ability to communicate complex information to audiences with a mixed level of understanding in a clear logical manner using a range of formats.		A/I
CREATIVITY & INNOVATION		
9. Ability to work independently and demonstrate initiative, using excellent problem solving skills to resolve technical support queries.		A/I
LEARNING & DEVELOPMENT		
10. Appreciation of the importance of developing new skills, of keeping up to date with developments in the sector, and a willingness to assist in training new staff and mentoring colleagues.		A/I

Whilst these performance attributes may relate to this role more specifically for recruitment and selection purposes, following appointment, all members of staff are expected to demonstrate effective performance across all six of our University's performance attributes. Further details are available on our [website](#).