Robert Gordon University
University Library
Library Research Support Manager

Job Description

Job Title: Library Research Support Manager Reports to: Director of Library and Learning Services Responsible for: Research Support Librarian Location: Sir Ian Wood Building, with regular travel to other campus buildings; occasional hybrid working	Working hours: 35h/week Working pattern: 0900-1700 Monday-Friday Grade/Salary: G8 Position type: Permanent, full time

Purpose of role

To lead the Library's Research Support team, developing and delivering services in support of a vibrant research environment that delivers high quality outputs, impact and public value. To work proactively and collaboratively to build strong relationships with key stakeholders across RGU's research community. To lead change initiatives and help to shape the future direction of Library services in alignment with RGU's Strategy.

Job Context

The university library is located at the heart of RGU's Garthdee campus in the iconic tower of the Sir Ian Wood Building. We provide a comprehensive range of services and resources to enhance learning, teaching and engagement activity across all university and wider communities. As the gateway to collections, we facilitate access to over 100,000 print book titles, more than 200,000 e-book titles and over 36,000 e-journals and other online serials such as newspapers and conference proceedings. We also steward the university's unique art and heritage collections and manage the institutional repository which showcases the innovative and globally recognised work created by RGU researchers.

The library is an active partner in the delivery of the university's refreshed strategy, championing inclusive and sustainable approaches to all areas of our work, contributing to a vibrant and welcoming campus environment, driving research and the development of a strong research culture and is central to the provision of an excellent student experience.

RGU library is comprised of five core teams: Academic & Customer Support, Art and Heritage, Library Collections & Discovery, Library Research Support and Digital Systems. In addition, cross functional teams bring together staff with diverse skills and experience to progress a range of service improvement projects.

The Library's Research Support team plays a key role in realising RGU's ambitions for a vibrant, collaborative, open and inclusive research environment that delivers high quality, impactful outputs and public value. The team provides expert advice to the RGU research community around open access and scholarly publishing, facilitating compliance with REF and funder policies and promoting

the transition to an open research environment. In addition to managing OpenAIR, RGU's institutional repository, which showcases RGU research to the world, the team provides a hosting platform for the publication of open access journals and contributes to researcher development through a portfolio of workshops and guidance. The Library works closely with the University's Research Office to plan and deliver on RGU's ambitious research strategy.

Main Duties

Research Support

- Develop a service model which positions the Library as a key partner in support of researchers and the research process and steer Library support for the Research Excellence Framework (REF).
- Drive the development and delivery of a portfolio of high-quality research skills training and support for postgraduate students and academic staff.
- Lead on the development of policies and services to embed open research practice at RGU.
- Provide expert advice and manage institutional funds for Open Access (OA) ensuring REF, funder and reporting requirements are met.
- Work with Library colleagues to maximise the use of budgets to support equitable and sustainable models of OA publishing.
- Advise RGU researchers on the development of effective publication strategies which support the dissemination of high-quality outputs, meet funder requirements and maximise impact.
- Develop a bibliometrics service which promotes responsible use of metrics and enhances understanding of the visibility and impact of RGU research outputs.
- Collaborate with Library Systems, IT & Digital and Research Innovation & Enterprise colleagues to develop a user-friendly technical infrastructure which supports the effective management of RGU research outputs.
- Work with IT & Digital and Research, Innovation & Enterprise to improve and embed good practice in research data management.
- Promote the research potential of Art & Heritage Collections.

Communication

- Advocate for Library research support services within the University and represent RGU externally. Monitor and disseminate information on national policies, frameworks, regulation and funder requirements and evaluate potential solutions for adoption at RGU.
- Actively seek opportunities to grow relationships with key stakeholders in the RGU research community.
- Develop an effective communication strategy which raises awareness of Library research support within the University and externally.

Leadership and Management

- Contribute to the strategic planning and policy development of Library services. Lead other groups/teams to ensure the vision, values, strategic and operational objectives of the department are achieved, communicated and delivered.
- Drive the delivery of quality services and ensure effective alignment and integration with other Library and RGU services and environments.

- Deputise as required for the Director of Library & Learning Services.
- Manage and direct the Research Support team, empowering and developing staff to acquire the knowledge and skills required to meet changing service needs.
- Develop and monitor service plans and priorities, set objectives and report on service standards and performance targets.
- Maintain management information in support of data-driven decision making.

General

- Keep up to date with relevant professional and technical developments.
- Maintain an understanding of appropriate policies and regulations.
- Undertake the role in line with the university's core values: Our Values | RGU

This job description is not exhaustive, and the role holder may be required to undertake other relevant duties as reasonably required by the university. Activities may be subject to amendment over time as the role develops and/or priorities and requirements evolve.

This role is suitable for hybrid working in line with the University's policy and guidance. Due to Library operational requirements, work from home will usually be limited to one day per week.

Person specification

This table lists the essential and desirable requirements needed to carry out this role effectively.

- **Essential**: requirements without which a candidate could not undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short-listing stage.
- **Desirable**: requirements which would enable a candidate to perform the job well. When short-listing, these criteria will be considered when multiple applicants meet the essential requirements.

Qualifications and Professional Memberships	Essential	Desirable
Educated to degree level	☒	☐
Relevant postgraduate or professional qualification or equivalent experience in a research support role	☒	☐
Knowledge and Skills		
Evidence of an excellent understanding of the current UK research environment, including the Research Excellence Framework (REF), Open Research, scholarly communications and the role of Library services.	☒	☐
Excellent written and spoken communication, and ability to engage with and work confidently and persuasively with a diverse community of researchers, students, academics and professional services staff.	☒	☐
Advanced analytical and problem-solving capabilities, the ability to adopt a collaborative approach to problem-solving, and to work flexibly as part of a senior leadership team.	☒	☐
Skilled manager, able to adapt approach and style to motivate and support their team. Ability to provide strategic leadership and vision for Library Research Support services.	☒	☐
Proven ability to manage projects, priorities and balance workloads and those of others.	☒	☐
Effective IT skills using MS 365 tools and functional databases.	☒	☐
Knowledge of WorkTribe or an equivalent repository system.	☐	☒
Familiarity with research data management, the use of bibliometric software, the principles of research impact	☐	☒
Experience		
Significant experience of leading effectively in an environment of complex and evolving regulations, frameworks and procedures.	☒	☐
Experience of contributing to the development of strategy, policy, training and work processes within the context of continuing service development and improvement.	☒	☐
Experience of working with information systems in a library or higher education environment, such as research repositories, current research information systems, digital preservation systems.	☒	☐
Experience of submitting to a REF exercise, leading on scholarly communications.	☐	☒