



Job description

Job title:	Evidence Support Manager
Grade:	4a
Department:	Library and Archives
Responsible for:	Senior Information Specialist x1 FTE (direct reports) Information Specialist x2 FTE (indirect reports)
Accountable to:	Director of Library and Archives

Job summary

The Evidence Support Managers is a key part of the leadership team within the Library and Archives department, responsible for the delivery of specialist information services that support evidence based practice, research, and guideline development. Co-ordinating specialised literature searching, current awareness, information literacy and income-generating services, the Evidence Support Manager is responsible for the leadership of a high performing team ensuring that the Library delivers timely, engaging support for clinical and professional practice.

This role is not limited to operational service delivery. Working with the Director of Library and Archives, the Evidence Support Manager is responsible for the development, implementation, and evaluation of the team's service delivery model, business plans, and policies, ensuring services are effective, sustainable, and responsive to changing needs. The postholder takes an improvement-focused approach, working collaboratively across the organisation to evaluate and develop services, ensuring they support our strategic priorities of attracting and supporting surgeons throughout their careers.

This is a leadership role, suited to someone who combines information specialist expertise with practical delivery and management.

Specific duties and responsibilities

Evidence Support Services

- Lead the strategic planning, development and evaluation of all EST services, ensuring they remain relevant, high quality and aligned with organisational priorities.
- Manage the literature searching service, including regularly undertaking complex, high level literature searches to support publications, systematic reviews, guidelines and other evidence based outputs.
- Oversee the delivery and ongoing development of the Specialty Updates current awareness service, including responsibility for service evaluation and enhancement, and direct creation of selected Updates.
- Lead the design and delivery of information literacy and evidence skills training, including developing materials, delivering sessions and evaluating impact.



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- Ensure a consistently high standard of customer service and engagement across all EST activities, responding effectively to member and stakeholder needs.

External and commercial partnerships

- Lead the strategic planning and development of new commercial partnerships and income generating services, proactively identifying and assessing new business opportunities.
- Undertake project, capacity and resource planning for proposed commercial work, including assessment of risks, timelines and staffing requirements.
- Act as the primary liaison with external organisations to negotiate and create partnership arrangements, service delivery models and contracts.
- Monitor and review the performance of external contracts to ensure delivery against agreed objectives, quality standards and financial targets.

Leadership, management and governance

- Act as a core member of the Library and Archives management team, contributing to departmental planning, decision making and service development.
- Lead the development and delivery of the EST annual business plans, policies and procedures, including setting objectives, monitoring performance against KPIs and reporting on budgets for all EST services and activities.
- Produce regular and annual reports for governance and stakeholders, providing clear analysis of EST activity, impact and performance.
- Share departmental operational responsibility including deputising for colleagues as required.

Staff management and development

- Ensure effective operational management of the EST.
- Line manage members of staff, providing guidance, mentoring and support to ensure high-quality work and professional development.
- Promote a positive, inclusive and collaborative team culture, ensuring effective communication and workload management.

Collaboration, engagement and promotion

- Build and maintain effective working relationships with clinicians, members, external partners, other professional bodies and health information services.
- Work collaboratively across the organisation to ensure evidence support services align with wider organisational priorities.
- Actively promote and advocate for evidence support services, maximising opportunities to engage members and stakeholders.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

March 2026



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Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree level. • Recognised undergraduate or postgraduate qualification in libraries, information science, or related field; or demonstrable equivalent experience and evidence of continued professional development in libraries, information science, or related field. 	<ul style="list-style-type: none"> • Formal training in systematic literature searching, critical appraisal or research methodology.
Experience and skills	<ul style="list-style-type: none"> • Experience of working in a library or information setting. • Experience of leading or line managing a team or service, including recruitment, training, supervision and performance appraisal. • Experience of delivering information literacy training, including planning and delivering sessions. • Experience of writing or significantly contributing to professional documentation such as business plans, strategies, policies or partnership agreements. • Experience of project management, or service management, involving 	<ul style="list-style-type: none"> • Experience of evaluating services using user feedback, usage data or other evidence to inform service development. • Experience of identifying and delivering income-generating opportunities. • Experience of developing, negotiating or managing external contracts. • Experience of planning, costing and resourcing long-term projects or service activities. • Experience of writing effective copy to inform about or promote services for a wide range of users. • Experience of providing services to a remote and geographically dispersed user base.





	<p>multiple stakeholders and competing priorities.</p> <ul style="list-style-type: none">• Experience of reporting activity for governance or senior stakeholders, including analysis of service activity and impact.• Experience of delivering customer-focused services and responding to user needs.• Experience of developing, monitoring and reporting against KPIs and performance measures.	<ul style="list-style-type: none">• Demonstrable commitment to own and teams continuing professional development in line with wider sector best practice.
Technical competencies	<ul style="list-style-type: none">• Experience of delivering literature search services, including undertaking advanced literature searching to satisfy in-depth, complex enquiries.• Excellent written communication and the ability to interpret and disseminate complex information with clarity, structure for a specific audience.• Proven ability to write clear reports and deliver presentations.• High level of digital literacy with library IT systems including MS Office, biomedical databases, online resources and web based applications.	<ul style="list-style-type: none">• Significant experience in using and training others on using reference management software.





<p>People and interpersonal skills</p>	<ul style="list-style-type: none">• Highly effective communicator with proven ability to collaborate with a wide range of colleagues and professional contacts, both within and outside the organisation.• Proven ability to promote and advocate for services, maximising opportunities to engage audiences.• Strong relationship-builder, able to work confidently with clinicians, external partners and colleagues across multiple teams.• Ability to make and contribute to decisions on policy and operations which have medium and long-term implications.• Strong organisational and administrative skills, with the ability to prioritise and organise own workload and those of reports.• Strong problem-solving skills, with the ability to think strategically and adapt positively to change.• Ability to promote team values, support colleagues and contribute positively to team and organisational objectives.	<ul style="list-style-type: none">• Team building skills, experience of building a team or assisting colleagues in career development.• Experience of managing and working with a geographically dispersed team.
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The post holder will also need to demonstrate the following values:

Collaboration	We embrace our collective responsibilities working collaboratively and as one college.
	<ul style="list-style-type: none">• We work together, using our collective expertise and experience to effect positive change• We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments• We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work
Respect	We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs.
	<ul style="list-style-type: none">• We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others• We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team
Excellence	We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.
	<ul style="list-style-type: none">• We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve• We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work• We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.



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