

THE ROYAL COLLEGE OF SURGEONS OF ENGLAND

JOB DESCRIPTION

POST:	Evidence Support Manager
DEPARTMENT:	Library and Archives
RESPONSIBLE FOR:	Senior Information Specialist x 1.0 FTE (direct report) Information Specialists x 3.0 FTE (indirect reports)
RESPONSIBLE TO:	Director of Library and Archives
BAND:	4a

JOB SUMMARY

The Evidence Support Manager is a key member of the Library and Archives department's management team and has responsibilities for leadership and management of the Evidence Support Team (EST) within the Library and Archives department, as well as for the development, implementation, and evaluation of EST services delivery, business plans, and policy.

Specifically, the Evidence Support Manager leads the EST in the development and delivery of excellent, innovative, highly specialised Member-facing information services that support the College's strategic priorities of attracting, educating, developing and supporting surgeons throughout their careers, and advancing standards of surgical care, as well as leading on and managing the implementation of a range of external partnership-focused activities.

The EST produces 11 bi-monthly *Updates*, covering all surgical specialties, which are emailed to Members according to their specialty interests. The *Updates* make extensive use of the Library's e-resources and include links from citations to full-text resources where available.

The EST also provides members and fellows with a tiered literature search service and a range of 1:1 information skills training and support services. In addition, in 2020 the EST initiated a new commercial strand of work providing paid for literature searches to external organisations.

The post holder's core responsibilities are as follows:

1. Lead on the strategic planning and development of the EST, including the development and delivery of a range of high-quality information services, products and activities provided by the EST for both RCS England members and non-members.
2. Produce and manage annual business and work plans for the EST and oversee the Senior Information Specialist's operational management of the EST's services and activities.
3. Set, monitor and evaluate KPIs and performance standards for services and activities delivered by the EST.
4. Lead the strategic development and future planning of the EST in relation to new commercial partnerships and other income generating activities with external organisations.
5. Take a lead role in negotiating, agreeing and developing external contracts with external organisations for new income generating activities and other partnership agreements.
6. Direct line management of one FTE Senior Information Specialist and indirect line management of three FTE Information Specialists.
7. Work strategically as part of the Library and Archives management team in the planning, delivery and evaluation of departmental services and policies.
8. Deputise for the Director of Library and Archives as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Management – Strategic and Commercial

- Lead on the strategic planning and development of the EST, including the development and delivery of a range of high-quality information services, products and activities provided by the EST for both RCS England members and non-members.
- Produce and manage all operational business plans, including annual work plans, for the EST, ensuring that these are in line with the Library and Archives department's strategic plan.
- Lead the strategic planning and development of new commercial partnerships and other income generating activities with external organisations, including the proactive identification of potential new business opportunities for the EST.
- Liaise with external organisations to plan and negotiate terms of business for commercial partnerships and income generating activities and, together with the Director of Library and Archives, negotiate and draw-up contracts, KPIs, and related documentation.
- Provide any other relevant strategic and business planning input for areas relating to the post's responsibilities.
- As a core member of the Library and Archives department's management team, actively contribute to and participate in departmental planning activities.
- Contribute to developing, evaluating and revising the department's five year strategy, the annual business plans, and associated budgets, including the budgets for all EST services and activities.

2. Management – Operational and Functional

- Oversee the development, delivery, and evaluation of all current and planned services that are provided by the EST to RCS England members, non-members, and external organisations.
- Working with the Senior Information Specialist, develop and regularly revise all policies and procedures relating to EST activities and services.
- In collaboration with the Senior Information Specialist, set, monitor and evaluate KPIs and performance standards for services and activities delivered by the EST.
- Provide performance indicators and reports for operational and governance purposes.
- Ensure that the Senior Information Specialist is supported and equipped to carry out day-to-day operational management and technical tasks relating to the EST.
- As a core member of the department's management team, actively contribute to and participate in departmental operational management activities.
- Share departmental operational responsibility during times of staff absence.
- Attend relevant College committees and working groups and deputise for the Director of Library and Archives and other members of the management team as required.
- Promote the department, its work, and collections to internal and external audiences.

3. Staff Management

- Manage direct line staff effectively in accordance with current HR policy, including any project staff and volunteers.
- Manage and support recruitment, performance management and staff development.
- Responsible for setting performance objectives and carrying out performance appraisals for direct report.
- Manage and direct staff in relation to their duties and responsibilities in the areas managed by the post holder.
- Identify general training and development needs to support departmental staff and services, and recommend relevant training courses and other appropriate methods.
- Responsible for managing the recruitment and induction of new direct reports and supporting the training and induction of new departmental staff as agreed with the management team.

4. General

- Support the day-to-day work of the EST by undertaking literature searches, contributing to the production of Specialty *Updates*, and carrying out any other relevant EST activities as and when the Team requires additional help and support to complete these tasks.
- Invigilate and assist Members and other researchers using library and archives material.
- Maintain a strong ethos of team working to ensure collaborative working within Library and Archives, the Learning & Quality Directorate, and across the other RCS directorates.
- Contribute to regional and national professional activities in order to collaborate and share expertise.
- The post holder is responsible for their own continuing personal and professional development, and for keeping their skills and knowledge up to date.
- Any other duties appropriate to the grade may be assigned by the post-holder's line manager from time to time, including requests for voluntary assistance for compliance related activities e.g. Fire Warden duties, Health and Safety, GDPR compliance etc.
- The post holder may be required to work out of normal hours to support departmental or college related events and activities (e.g. courses support).
- The post-holder is responsible for compliance with legal and regulatory requirements in respect of equality and diversity, data protection, copyright and licensing, security, financial and other RCS policies, procedures and codes as appropriate.

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.

The Royal College of Surgeons of England is an Equal Opportunities Employer.

All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation. Employees should have read and understood the College's Data Protection Policy and Records Management Policy and should follow all agreed records management and data protection procedures, seeking advice where necessary.

PERSON SPECIFICATION

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education/Qualifications <ul style="list-style-type: none"> ▪ Educated to first-degree level with a recognised postgraduate qualification in library or information science 	Education/Qualifications <ul style="list-style-type: none"> ▪ Chartered librarian (MCLIP) ▪ Formal project management qualification
Experience/Knowledge <ul style="list-style-type: none"> ▪ Significant experience of working in a health-related library or information setting. ▪ Experience of leading and managing a team or department. ▪ Experience of staff management – recruitment, training, supervision, and performance appraisal. ▪ Experience of taking responsibility for and contributing to the delivery of customer-focused activities and services. ▪ Experience of writing or contributing to strategies, business plans, business ESTes and proposals. ▪ Experience of making and contributing to decisions on policy and operations which have medium and long term implications. ▪ Significant experience of using biomedical databases (e.g. Medline, Embase) to undertake literature searches and related activities. ▪ An excellent understanding of the principles of evidence-based clinical practice and research methodologies, including evidence levels, study designs and statistical techniques. ▪ Experience of developing and monitoring KPIs. ▪ Experience or knowledge of user research, service evaluation and audience development, with service level agreements and/or performance indicators. ▪ Awareness of developments in the broader library/information management landscape and professional practice. ▪ Computer literacy with significant experience of using a library management system. ▪ Awareness of developments in the broader library/information management landscape and professional practice. 	Experience/Knowledge <ul style="list-style-type: none"> ▪ Experience of working with external organisations to plan, monitor and deliver contracted library and information services. ▪ Experiencing of planning and costing long-term work activities or projects. ▪ Experience of writing or contributing to the development of commercial contracts. ▪ Experience of setting or assisting with the setting of budgets, and monitoring budget activity. ▪ Knowledge of key principles and practical issues of copyright and Intellectual Property in relation to libraries and archives. ▪ An understanding of evidence based medicine and the role played by libraries in supporting evidence based practice.
Skills <ul style="list-style-type: none"> ▪ Strategic – able to make and contribute 	Skills <ul style="list-style-type: none"> ▪ Project management skills

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p>to decisions on policy and operations which have medium and long term implications.</p> <ul style="list-style-type: none"> ▪ Strong problem-solving skills, with the ability to think analytically, innovatively and creatively and a willingness to offer new ideas and approaches; able to deal positively with change. ▪ High level of computer skills in a Microsoft Office environment. ▪ Excellent communication and interpersonal skills and a proven ability to liaise with a wide range of colleagues and professional contacts, both within and outside the organisation. ▪ Strong organisational and administrative skills, together with the ability to work under pressure and on personal initiative. ▪ User focused attitude to service delivery and a commitment to service quality. ▪ Ability to promote team values actively, including accepting and promoting agreed standards, encouraging and supporting other team members and supporting management in achieving agreed goals. ▪ Proactive in relation to personal and professional development. ▪ Ability to learn – seeks and assimilates new knowledge, willing to learn from mistakes. 	<ul style="list-style-type: none"> ▪ Presentation skills ▪ Report writing

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.

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 race/ethnicity, national origin, religion, pregnancy, marital status, sexual orientation, gender identity/expression, age and disability

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