

JOB DESCRIPTION

POST:	Senior Information Specialist
GRADE:	3b
DEPARTMENT:	Library and Archives
RESPONSIBLE FOR:	2 FTE Information Specialists (one permanent, one fixed-term)
RESPONSIBLE TO:	CAS Team Manager

JOB SUMMARY

The Senior Information Specialist plays a key role within the Library department in leading the day-to-day management and delivery of excellent, innovative, highly specialised information services that support the College's strategic priorities of attracting, educating, developing and supporting high-quality surgeons throughout their careers, and advancing standards of surgical care.

The Information Specialists, led by the post holder, produce 11 bi-monthly *Updates*, covering all surgical specialties, which are emailed to all Members according to their specialty interests. The *Updates* make extensive use of the Library's subscribed e-resources and include links from citations to full resource text where available. They are supported by panels of Clinical Advisors. The post holder will also supervise the literature search support function of the team which includes an external guidelines review project that runs to 2022.

The post holder will:

1. Manage the team of Information Specialists in the provision of the Current Awareness Service *Updates*, and in any other information services identified within the job descriptions for those posts.
2. Take the lead in provision of high quality surgical information services and the effective working practices required to deliver these.
3. Manage the delivery of the literature search service for members and RCS staff, carrying out literature searches as required.
4. Work with the CAS Team Manager and other staff to maximise the development of the service.
5. Assist the Information Services Manager with promoting user awareness of developments in information services and electronic resources through publicity, training and guides as appropriate.
6. Act as a liaison point with other departments as required.
7. Deputise for CAS Team Manager when required.

SPECIFIC DUTIES AND RESPONSIBILITIES

1 Current Awareness Service (CAS)

Responsible for:

- Developing a strong understanding of the clinical and healthcare management knowledge required by surgeons within surgical and dental specialties and sub-specialties.

- The creation, delivery and development of email Specialty *Updates* according to established working practice. At time of writing this includes:
 - Identifying suitable content for *Updates* from specialist and generalist surgical and medical journals, appropriate information sources and organisations.
 - Applying critical appraisal skills regarding study designs and research and statistical methodologies used.
 - Using email marketing software and citation management software to add articles and other information to the *Updates*; summarising complex study results and conclusions; providing and testing direct links to 'gated' resources; and maintaining and amending formatting as required.
 - Liaising with clinical advisors regarding relevance of content.
 - Responding to queries, feedback and comments; overcoming barriers to access, in particular related to technical difficulties experienced by *Updates* recipients.
 - Producing statistical reports and collating members' feedback for service evaluation.
 - Working with RCS England colleagues (e.g. Engagement, IT) with regard to all aspects (technical, strategic, legal compliance, etc.) of the service's use of email marketing software.
- Working with the CAS Team manager, contributing to the implementation and ongoing development of the Library and Archives Strategy, with the aim of ensuring the service meets the requirements of members and supports the College's strategic priorities.
- Disseminating and promoting the service to College members, staff, specialist associations, other information professionals and internal and external stakeholders through a range of channels and activities.

2 Information support

Responsible for:

- Working with the CAS Team Manager and Information Specialists to develop and deliver a high-quality and fit for purpose literature search service to members and RCS staff.
- Project managing an external guidelines review project, including liaising with our project partners and providing support to the Information Specialists carrying out the work.
- Training and supporting colleagues and members in literature searching and related information skills as required, including the development and creation of support materials.
- Answering and managing queries; providing support for users of online resources.
- Assisting with promoting and raising awareness of library services, such as supporting College courses and events and assisting with the creation of promotional material.

3 Staff management

Responsible for:

- Setting performance objectives and carrying out performance appraisals for direct reports.
- Managing and directing staff in relation to their service delivery duties and responsibilities in the areas managed by the post holder.
- Identifying training and development needs to support staff and recommend relevant training courses and other appropriate methods
- Responsible with the CAS Team Manager for managing recruitment and induction of new direct reports and supporting training and induction of new departmental staff.

4 General

Responsible for:

- Continuing personal and professional development, and for keeping skills and knowledge up to date.
- Any other duties appropriate to the post that may be assigned by the post holder's line manager or the Director of Library and Archives from time-to-time, including requests for voluntary assistance for compliance related activities e.g. Fire Warden duties, Health and Safety, GDPR compliance etc.
- As appropriate, representing the department in the wider library and information world, and collaborate and share expertise with external bodies and professional colleagues.
- Deputising (e.g. in meeting attendance) for the Director of Library and Archives, the CAS Team Manager, or other departmental managers as required.
- 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 expected to represent the College in a professional manner.
- 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 England policies, procedures and codes.

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

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Qualifications

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p>Education/Qualifications</p> <ul style="list-style-type: none"> ▪ A first degree with a postgraduate qualification in Librarianship/Information Management (or recognised equivalent) or equivalent relevant experience. 	<p>Education/Qualifications</p> <ul style="list-style-type: none"> ▪ Formal training in systematic literature searching/critical appraisal processes. ▪ Evidence of interest in continuing professional development.

Experience and Skills

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p>Experience/Knowledge</p> <ul style="list-style-type: none"> ▪ Relevant post qualification experience working in a health-related information setting. ▪ An excellent understanding of the principles of evidence-based clinical practice and research methodologies, including evidence levels, study designs and statistical techniques. ▪ Computer literate with experience in bibliographic database searching. ▪ Experience of taking responsibility for and contributing to the delivery of customer focused activities and services. ▪ Team leader experience. ▪ Experience of staff management – recruitment, training, supervision and performance appraisal. ▪ Experience of developing and monitoring KPIs ▪ Awareness of developments in the broader library/information landscape and professional practice. ▪ Enquiry answering experience. 	<p>Experience/Knowledge</p> <ul style="list-style-type: none"> ▪ Experience of providing services to a remote user base. ▪ A broad understanding of the surgical environment. ▪ Experience in using Endnote or similar citation management software. ▪ Experience in user research and service evaluation.
<p>Skills</p> <ul style="list-style-type: none"> ▪ Leadership skills ▪ Advanced literature searching skills using key bibliographic databases such as 	<p>Skills</p> <ul style="list-style-type: none"> ▪ Experience of writing clearly and engagingly for a specific audience. ▪ Experience of writing or

<p>Medline and Embase, as well as other specialist sources.</p> <ul style="list-style-type: none"> ▪ Ability to analyse, interpret and synthesise complex information, in particular critical evaluation and appraisal of medical research. ▪ Strong organisational and administrative skills and the ability to prioritise and manage own workload without close supervision. ▪ Excellent and meticulous attention to detail. ▪ Ability to work in a highly focused way to tight, recurring deadlines. ▪ Strong problem-solving skills, with the ability to think innovatively and creatively and a willingness to offer new ideas and approaches. ▪ Responsible for own development, able to work independently, self-initiate and prioritise tasks and deadlines. ▪ Able to learn quickly – seeks and assimilates new knowledge, willing to learn from mistakes and adapt practices. ▪ A flexible approach to duties in a changing working environment and a willingness to embrace change. 	<p>contributing to written reports, business cases and proposals.</p> <ul style="list-style-type: none"> ▪ Experience in using email marketing software.
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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

Job description revised April 2021