

JOB DESCRIPTION

POST:	Information Specialist
GRADE:	3a
DEPARTMENT:	Library and Archives
RESPONSIBLE FOR:	N/A
RESPONSIBLE TO:	Senior Information Specialist

JOB SUMMARY

The role of Information Specialist is key to the development 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 post holder will:

- Work with the Senior Information Specialist and other members of the team to contribute to the Library's development and provision of user-focused, high quality services to support the information needs of its audiences, and to the effective working practices required to deliver these.
- Work to maximise the development, implementation and continued delivery and exploitation of digital resources.

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 specialty *Updates* according to established working practice, subject to team capacity. 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 within clinical subtopics.
 - 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 College colleagues (e.g. Engagement, IT) with regard to all aspects (technical, strategic, legal compliance, etc.) of the service's use of email marketing software.
- Under the overall guidance of the Senior Information Specialist, contributing to the implementation and ongoing development of the CAS Strategic Plan, with the aim of

ensuring the service meets the requirements of the 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:

- Carrying out high quality literature searches on surgical, other medical and healthcare management topics as a Membership service.
- Providing high-quality information support for College departments and projects (inc. external projects).
- 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 received in person, or via email and telephone; providing support for users of online resources.
- Participating in shared enquiry desk duties.
- 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 General

Responsible for:

- Contributing to any Library and Archives and cross-departmental working groups as required.
- Taking responsibility for continuing personal and professional development keeping skills and knowledge up to date by attending courses and events.
- 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 Library and Archives managers and the Senior Information Specialist as appropriate and as required.
- Contribute to TtB planning and participate in TtB workstreams as required.
- Any other duties appropriate to the grade may be assigned by the post-holder's line manager from time to time
- The post-holder is expected to represent the College in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development.
- Undertaking such duties appropriate to the grade, as required by the Director.
- 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

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Qualifications

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education/Qualifications <ul style="list-style-type: none"> A first degree with a postgraduate qualification in Librarianship/Information Management (or recognised equivalent) or equivalent relevant experience. 	Education/Qualifications <ul style="list-style-type: none"> Formal training in systematic literature searching / critical appraisal processes. Chartered librarian or willing to work towards a professional qualification.

Experience and Skills

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Experience/Knowledge <ul style="list-style-type: none"> Appropriate post qualification experience which includes 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 database searching. 	Experience/Knowledge <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. Enquiry desk/ enquiry answering experience.
Skills <ul style="list-style-type: none"> Advanced literature searching skills using key bibliographic databases such as Medline and Embase, as well as other specialist sources. 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 	Skills <ul style="list-style-type: none"> Experience of writing for newsletters or similar; ability to write clearly and engagingly for a specific audience. Experience of writing or contributing to written reports, business cases and proposals. Experience in using email marketing software. Presentation skills.

<ul style="list-style-type: none"> ▪ 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 work to deadlines. ▪ Able to learn quickly – seeks and assimilates new knowledge, willing to learn from mistakes and achieve results. ▪ A flexible approach to duties in a changing library environment and a willingness to embrace change. 	
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People and interpersonal skills

ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Skills <ul style="list-style-type: none"> ▪ Excellent communication and interpersonal skills and a proven ability to liaise with a wide range of colleagues, library users and stakeholders at a variety of levels. ▪ Collaborative – team player, positive regard for other people; able to work within and across small groups and as part of a larger whole. ▪ Able to actively promote team values. ▪ Confident and enthusiastic, able to work and engage with differing communities and represent the Library in their settings. 	Skills <ul style="list-style-type: none"> ▪ Presentation skills.

The post holder will also need to demonstrate the following **values and behaviours**:

Diversity - we value ***diversity*** and treat each other with respect.

- I listen effectively and treat each person as an individual
- I value people with different skills, expertise and knowledge to myself
- I ensure that everyone I meet feels welcomed at the college
- I trust the people I work with and know they will work to their best ability
- I am inclusive and build good relationships with everyone I work with
- I take time to understand different views to myself for the sake of the college

Improvement - we seek continuous ***improvement***, and improvement requires change.

- I use my expertise to question, challenge and improve the way we carry out our tasks
- I identify opportunities to innovate and present ideas to improve our products and service
- I am open and positive to new ideas and ways of working which help the college
- I adapt to change positively
- I help my manager communicate change to others
- I learn from my mistakes and do things differently as a result

Responsibility - we take personal ***responsibility*** for all we do.

- I set challenging goals for myself
- I deliver what I say I will deliver
- I take informed decisions which are within my control and hold myself accountable for them
- I take initiative and am proactive in all I do
- I constantly work to the best of my ability
- I work with integrity in the best interests of the College and its priorities

Collaborative - we are ***collaborative***, both across the College and with our stakeholders across the world.

- I build positive relationships with the people I work with
- I work collaboratively with others to deliver exceptional performance
- I always work for the greater good of the College
- I highlight behaviours which are inconsistent with the College standards
- I consistently live the College values
- I involve others in key decisions I take at work

Prudent - we are ***prudent*** in our use of resources.

- I deliver excellent work and customer service with the resources available to me
- I am efficient with the resources I use

- I find effective solutions to problems
- I escalate issues quickly when resources are stretched
- I prioritise my work effectively
- I follow the rules at work so that I minimise risks to the College

Professional development - *we are committed to personal **professional development** that benefits the individual and the College.*

- I seek learning opportunities for my personal and professional development
- I support, encourage and help my colleagues to develop
- I put my learning into practice in my role
- I ask for regular and honest feedback on my performance and learn from what is said
- I create opportunities to share my knowledge within and across teams
- I know my areas of expertise and convey this with confidence to my colleagues

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.

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Job description revised July 2019