JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head of Academic Liaison</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Library Services</td>
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<td>Grade:</td>
<td>RHUL Grade 8</td>
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<td>Accountable to:</td>
<td>Deputy Director</td>
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<tr>
<td>Accountable for:</td>
<td>Information Consultants; Liaison Support staff</td>
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**Purpose of the Post**

Leadership and development of the Library’s team of Information Consultants and services within the context of the academic requirements at Royal Holloway. To work with the Deputy Director and colleagues across the library and Academic Services to contribute to the overall development of the strategic direction for Liaison, teaching and researcher support.

Management of the Enquiry Service, working with others across the Academic Services Directorate to ensure a joined-up approach.

Building effective working relationships between a range of designated academic departments and the Library, assisting the Information Consultants in taking forward initiatives with departments. Building effective working relationships across a range of Professional Services departments to ensure an excellent student experience.

**Key Tasks**

**Academic Liaison**

Co-ordinating the services of the team of Information Consultants to meet the evolving needs of academic departments, through providing customer focused services of high quality to meet academic department needs in support of teaching, learning, e-learning and research.

Leadership and management of Information Consultants and Liaison Support staff including training and development.

Overseeing the development of the training provided to students and researchers, pursuing its integration into the curriculum across the academic spectrum, and ensuring that high quality training is delivered in innovative and accessible ways.

Building relationships with key stakeholders within the Academic Services Directorate such as CeDAS, Careers, Student Life and the Educational Development Centre.
Enquiry Service
Management and development of the Enquiry service, including the development of online and virtual services to ensure effective support in the use of information resources and library services.

Working with the Head of Customer Services to ensure that the frontline service staff are trained to an agreed level of information literacy and understanding of College and external systems.

Collection Development
Overseeing the collection and content development in all formats to meet the teaching, learning and research needs of the needs of academic departments, working with the Head of Acquisitions and Content Delivery.

Monitoring departmental book budgets to ensure efficient spend, formulating estimates and keeping the Departmental Library Representatives and the Library Management Team informed.

Identifying and managing library stock relegation and management projects to assist the Library in managing space and to maintain the currency of stock on open shelves.

Involvement in local, regional and national collection development and shared access initiatives.

Staff Development
Co-ordinating the Library Staff Training and Development programme, and the training budget for external conferences, courses etc.

Co-ordinating Library policy and entitlements with regard to external course providers.

Planning and Development
Ensuring that opportunities for innovative and new developments in digital library provision and skills training are integrated into service provision as appropriate.

Contributing to Library planning and strategy as a member of the Library Management Team.

Identifying and providing management information (reports, analysis and interpretation), such as national survey feedback, training delivery, user experience analysis.

Working with the Systems Officer, and staff involved in metadata and cataloguing, to ensure continuous improvement in how relevant content is surfaced, and staff and student feedback is addressed, in the development of search interfaces and discovery tools.
General
Participation in Library and College project work and activities, as required, to meet the University’s strategic aims and goals.

Liaison with external projects and bodies to represent the Library in national developments (as appropriate) and to contribute to continuing professional development.

Building effective working relationships across a range of Professional Services departments to ensure an excellent student experience.

Maintenance and enhancement of professional knowledge through attendance at conferences, keeping up-to-date with the professional literature, publications and other relevant professional activity to identify best practice elsewhere.

Carrying out such other duties and responsibilities as the line manager or Director of Library Services may reasonably require.

Other Duties
The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

As the needs of the College change so the above job profile may be adjusted accordingly.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.