BMA

Role profile

Role title	**Library & evidence support information specialist**
Department and directorate	**Library & evidence support, Corporate development directorate**
Grade	**6**
Reports to (job title)	**Library & evidence support lead**
Direct reports (job titles)	**None**

Job Overview– purpose of the role

*Describe as concisely as possible the overall purpose of the job and what success looks like. **Please limit this to a maximum of four or five sentences***

The role of library & evidence support information specialist is key to the delivery of excellent, innovative, highly specialised information services that support the BMA's strategic priorities.

Day to day the post holder will:
- Contribute to the library's provision of user-focused, high-quality information services to support the needs of its members, and to the effective working practices required to deliver these.
- Work to maximise the implementation and continued delivery and exploitation of digital resources.
- Be expected to work across library remits and cross-directorate.

Duties and Responsibilities

What are the core duties/responsibilities required to be performed in the role. (e.g., to provide a full range of administrative support services to the department including x,y,z)
Please provide a bullet point list

Information support
- Carrying out high quality literature searches on a broad range of medical, education and healthcare management topics.
- Providing high-quality information support for BMA departments and projects; both internal and external.
- Supporting colleagues and members in literature searching and related information skills.
- Drafting and maintaining support materials.
- Answering and managing enquiries; providing support for users of online resources.
- Assisting with promoting and raising awareness of library services, such as supporting BMA courses and events and assisting with the creation of promotional material.

Current awareness service
- Working with the library and evidence support team to scope the creation, delivery and ongoing development of the BMA's current awareness service according to member's needs.

− Developing a strong understanding of the clinical, educational and healthcare management knowledge required by BMA members across branches of practice and career grades to inform the development of the current awareness service.

General
− Contributing to departmental planning as required by the library and evidence support lead
− Contributing to library and evidence support and cross-departmental/directorate projects as required.
− Taking responsibility for continuing personal and professional development and keeping skills and knowledge up to date.
− Representing the department to the wider library profession.
− Any other duties appropriate to the grade may be assigned by the post-holder's line manager from time to time.
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Skill (level and breadth of application)

What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?

How far does the role extend out across the organisation, eg confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, eg resolving people's IT problems, collecting information on key research items or advising members on a particular issue.

− A professional qualification in librarianship/information management (or recognised equivalent) or equivalent relevant experience.
− Appropriate post qualification experience which includes working in a health-related information setting.
− Formal training in systematic literature searching / critical appraisal processes.
− Advanced literature searching skills using key bibliographic databases such as Medline and Embase, as well as other specialist resources.
− Ability to analyse, interpret and synthesise complex information, critical evaluation and appraisal of medical research.
− Excellent understanding of the principles of evidence-based clinical practice and research methodologies, including evidence levels, study designs and statistical techniques.
− Highly computer literate.
− Excellent communication and interpersonal skills and a proven ability to liaise with a wide range of colleagues and library users.
− Strong organisational and administrative skills.
− Excellent and meticulous attention to detail.
− Ability to build strong professional relationships with colleagues across the BMA and with clinicians acting as advisors.

Intellectual demands (complexity and challenge)

What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (eg undertaking original research and analysis or seeking specialist advice)?

To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (eg adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).

− Willing to embrace change with the ability to think creatively.
− Ability to work in a highly focused way to tight, recurring deadlines.

Intellectual demands (complexity and challenge)

- Problems faced will tend to be routine– using own judgement to know what to refer upwards to manager.
- Keep skills up to date, proactive in seeking and addressing feedback, able to 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.

Judgement (independence and level and impact limitations)

What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (eg expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (eg giving advice to others)?

Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences of the decisions (eg what impact does the decision-making have on the performance of the team/section/department/organisation)?

- Ability to horizon scan and identify any potential risks and highlight to line manager.
- Work with library and evidence support lead to assess user requirements to provide appropriate services within available resources.
- Contribute professional insight from area of expertise to overall library service development.
- Work will be reviewed by the library and evidence support lead.

Use of resources (supervision of resources and influence)

What responsibility is there for managing people, equipment, budgets, resources, customer's welfare or confidential information? If this is a staff management role describe what is involved, eg staff reporting, staff development, appraisal, leading a department or the allocation of work.

How does the role fit within the organisation, eg support role, team member, team leader, specialist policy adviser, or leading major areas of core business?

- Continually monitor use of the service by members and staff.
- Keep statistics up to date and contribute analytics as part of wider service monitoring.
- Champion specific service within the overall delivery of library services.
- Committed to setting and maintaining high standards of service delivery and customer service.
- Work with library and evidence support lead to manage workload and ensure all deadlines are met.
- No direct line management or budget management.

Communication (level, internal and external demands and significance)

*What people are typically contacted (regardless of the medium) **inside** the Association, eg immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)*

*Who is in regularly contact with the role holder **outside** of the Association, eg members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?*

What is the purpose of these contacts, eg conveying information, gathering data?

Communication (level, internal and external demands and significance)

- 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.
- External communication with BMA members and internal communication with BMA colleagues in promotion of new library services and the resolution of service issues.
- 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 promote team values actively, including accepting and promoting agreed standards, encouraging and supporting other team members and supporting management in achieving agreed goals.
- Confident and enthusiastic, able to work and engage with differing communities and represent the library in their settings.

Physical demands & coordination (physical effort and mental strain)

Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration?

- Ability to maintain focus and concentration while working in an open plan office

Working conditions and emotional demands)

What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these?

- Personal resilience – able to withstand robust challenge from elected and other members and stakeholders.

Values and behaviours

The post-holder is expected to execute their role in line with our five organisational values.

The following examples illustrate how we are using our values to inform how we act:

We are **leaders** because:
– We strive to always improve
– We take responsibility for our actions
– We collaborate with each other and work as one BMA for the good of our members
– We are proactive and prepared to guide our members and each other

We are **experts** because:
– We understand our members
– We draw on our collective experience and knowledge to solve problems
– We use our insights and research to make decisions
– We provide accurate, credible, relevant and engaging information
– We recognise our strengths and act upon them

We are **committed** because:
– We listen to our members and put them at the heart of everything we do
– We are respectful, inclusive, open and honest with our members and each other
– We approach everything we do with confidence and sensitivity

We are **reliable** because:
– We deliver on what we say we will do
– We are accessible and approachable
– We build trust by being consistent and supportive
– We are positive and decisive whatever the situation

We are **challenging** because:
– We fight, ethically and fearlessly, for the interests of all our members
– We work as a brave, assertive and effective champion for high quality health services and the advancement of the profession

Sign-off		
Manager:	Date:	
Role holder:	Date:	