BMA

Role profile

Role title	**Library & evidence support technical officer**
Department and directorate	**Library & evidence support, corporate development directorate**
Grade	**8**
Reports to (job title)	**Library & evidence support systems specialist**
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 library & evidence support technical officer supports the provision of a full range of systems and resources in the library and the delivery of high-quality user-facing services for members and researchers.

The postholder will:
- Work closely with the library & evidence support systems specialist to contribute to the development and provision of user-focused, high-quality services and effective working practices to support the information needs of a wide range of audiences including BMA members and staff, external researchers and the general public.
- Work closely with the collections team on the delivery of high-quality services for members including resource access and answering enquiries.
- 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

Systems
Work with the library & evidence support systems specialist to:

- Assist in the day-to-day running of the Library Management System (Alma) and the Discovery Service (Primo) to ensure optimum service provision.
- Assist in the updating of library website content.
- Assist in the integration of e-resources into library systems for effective service delivery.
- Assist in providing technical support and advice for members and staff in accessing resources and services.
- Assist in training and support for library staff in all IT issues.
- Provide first line cover in the absence of the Library & evidence support systems specialist.

Collections

Work with colleagues in the collections team to:

- Assist in the provision of onsite services in the library at BMA House.
- Assist with answering enquiries related to the library and archive collections.
- Assist with the resource access service, providing material to requesters from our collections and via document delivery.
- Configure systems and utilise functionality to facilitate the identification and retrieval of resources

General

Responsible for:

- Continuing personal and professional development and keeping 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.
- Contributing to the development and delivery of the directorate's business plan, performance indicators and risk management plan.

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.

- Previous experience of library work or relevant equivalent.
- Experience of working in a customer-focused environment and demonstrable commitment to customer care. Experience of delivery of IT support to staff and customers.
- Broad technical skills within a Microsoft environment.
- Ability to work flexibly, picking up new areas of work and responding to areas of need in a positive manner.
- Excellent organisation and multi-tasking abilities.
- Excellent communication skills – oral and written.
- Ability to quickly learn new systems and procedures.
- Ability to build strong professional relationships with colleagues across the BMA and to liaise effectively with staff in other departments.

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).

- Proactive approach; willing to embrace change with the ability to think innovatively and creatively and a willingness to offer new ideas and approaches.

Intellectual demands (complexity and challenge)

- Able to learn quickly – seeks and assimilates new knowledge, willing to learn from mistakes and achieve results.
- Problems faced will be routine but can sometimes be complex – will use own judgement to refer to manager.
- 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)?

- Undertake routine tasks to maintain library systems.
- Able to assess complex user requirements to provide appropriate services within available resources.
- Seek guidance from manager or colleagues for help with specialist tasks.
- Contribute professional insight from area of expertise to overall library service development.
- Apply appropriate standards of performance and service delivery to area of practice.
- Most work will be reviewed by line manager or head of department.

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?

- Working as part of the wider team to support BMA members and staff.
- Assisting other members of the library & evidence support team with technical issues.
- Working with BMA Technology Services as required.
- Committed to setting and maintaining high standards of service delivery.
- 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)

- External communication with BMA members and internal communication with BMA colleagues in promotion of new library services and the resolution of service issues.
- Excellent communication and interpersonal skills and 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 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.
- Communicates about library systems and IT services with the library team.
- With the Library & evidence support systems specialist, liaise with Technology Services and other BMA departments in relation to Library & evidence support systems and infrastructure.
- Acts as support and point of contact for third-party systems integrated with the library management system and library resource discovery tools.

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:	