

# Digital Knowledge Manager

## Recruitment Pack

### A new position at the Academy

**Closing date:** Midnight on Sunday 13 November 2022

**Interviews:** Tuesday 29 November 2022

Thank you for your interest in the role of Digital Knowledge Manager at the Academy of Medical Royal Colleges. This is a new post created to support a project funded by Health Education England (HEE) to develop and establish a new curated library platform ('research hub'). The hub will provide a repository for information produced by HEE and its partner organisations.

Equality, diversity and inclusion are an integral part of the Academy's culture of encouraging, supporting and celebrating differences. In seeking candidates for this post, we strongly encourage applications from individuals of all ages, races, genders, physical abilities, sexual orientations and perspectives. The Academy is happy to support flexible and hybrid working.

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# The Academy of Medical Royal Colleges

## About the Academy

The Academy is the umbrella body for the UK and Ireland's 24 medical royal colleges and faculties, each of which represents a different medical specialty. Health and healthcare policy are complex matters which are constantly evolving. With so many cross-specialty issues affecting the whole of the medical profession, it is the Academy's role to ensure a united voice is heard by policy makers and key decision makers.

By coordinating the views of our members, who between them represent 220,000 doctors, the Academy has a unique and powerful constituency. The organisation has grown in both stature and size in recent years and the friendly, diverse and talented team now comprises sixteen staff who are based at our offices in Clerkenwell. The staff team work alongside the 300+ doctors and healthcare policy professionals who serve on our standing committees and carry out the work of the Academy.

## *Our work*

Our work falls into two principal areas:

1. Detailed policy development in medical education and training
2. A broader focus on workforce, standards and quality of care, public health and improving health and care services across the UK

These two elements are inevitably interlinked and are reviewed at each of the Academy's quarterly Council meetings. The Council comprises the leaders (Presidents, Deans or Chairs) of all 24 member colleges and faculties, along with delegates from the devolved nations and the Academy's three representative committees (Patient & Lay, Trainee Doctors, and SAS Doctors). This body sets policy objectives and in effect is what gives the Academy its authority.

## *Policy Priorities*

Policy priorities are set annually by members every September. They are currently:

- **Workforce:** To ensure we have the right workforce, in the right numbers and that it is properly supported and valued
- **Doctors' education and training:** Supporting members by sharing good practice on issues relating to postgraduate medical education and training
- **Improving today's NHS:** Highlighting issues that hinder the delivery of good quality care across the UK
- **Improving tomorrow's NHS:** Helping to shape positive change and ensure a sustainable future for the NHS

Further information, including annual reviews, publications, and information about our work programmes, can be found on the Academy website at [www.aomrc.org.uk](http://www.aomrc.org.uk).

### *Funding*

The Academy is funded through a combination of subscriptions, from our 24 corporate members (the medical royal colleges and faculties), and externally funded projects which are in keeping with the Academy's charitable aims and objectives. This post is aligned to one such project, the Education and Research Hub Project (see Job Description on page 5 for more details).

### *Organisational Structure*

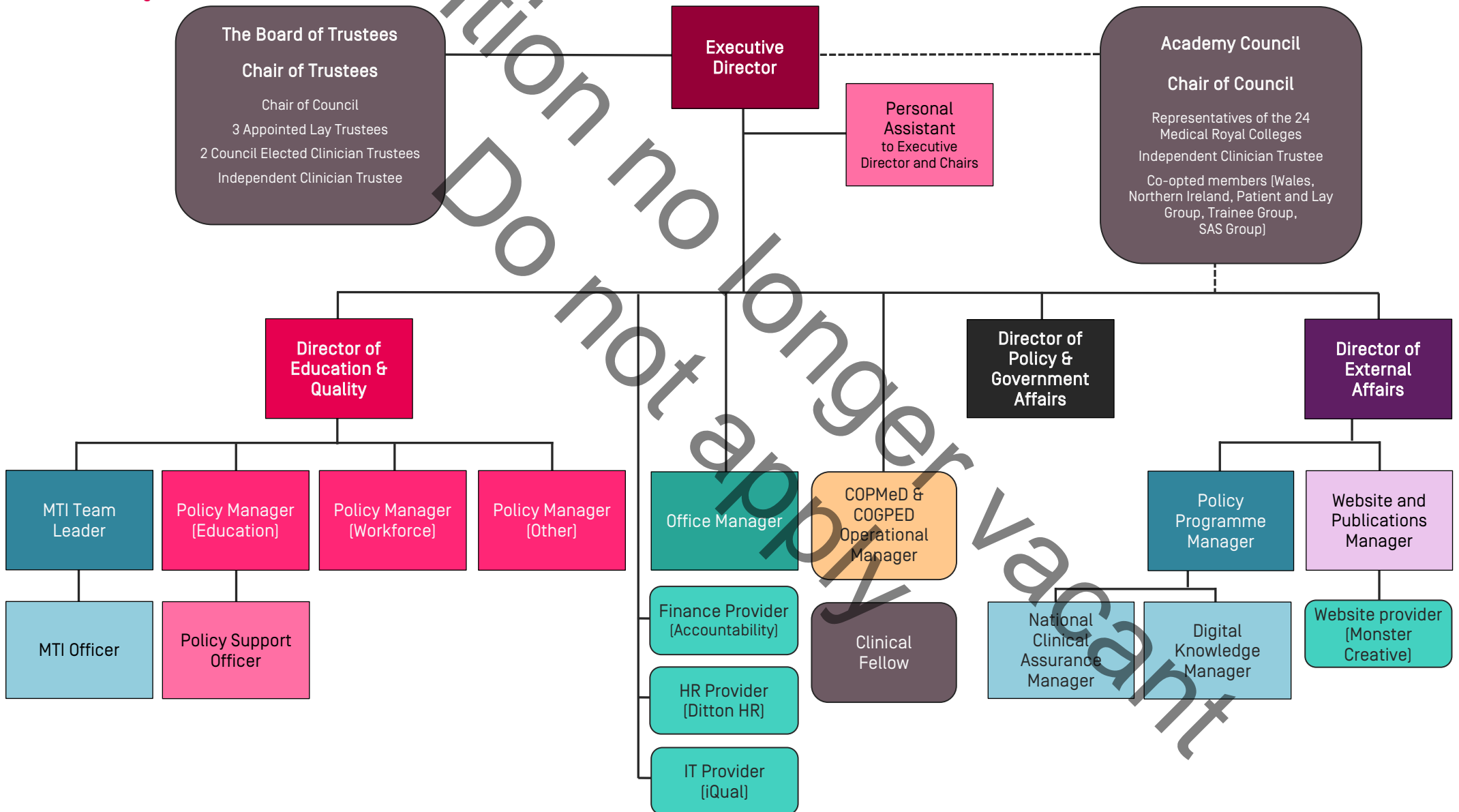
The senior leadership team at the Academy has recently been restructured, pending the retirement of the current CEO in March 2023. The new structure is led by an Executive Director who is responsible for the Academy's internal operations including staff and finances. Three other posts make up the senior leadership team. They are: the Director of Policy and Government Affairs, a new post with responsibility for all aspects of the external policy agenda; the Director of External Affairs, who leads on media and communications; and the Director of Education and Quality, who leads the policy team in delivering the work of the Academy's six standing committees.

### *The Academy's Change Programme and the Digital Knowledge Manager role*

The Academy has embarked on a change programme, led by the Executive Director, to modernise its operational systems and processes. The Digital Knowledge Manager will work directly with the Executive Director on one aspect of this change programme: the transition from a server-based file storage system to a cloud-based fully integrated system (Microsoft TEAMS). More details can be found in the Job Description on page 5.

Another facet of the change programme is the appointment of a Policy Programme Manager to strengthen the Academy's project management and programme oversight function. The Programme Manager has led on the inception of the Education and Workforce Research Hub project, including the formation of a project plan and budget, and will line manage the Digital Knowledge Manager.

# Academy organisation chart





## Job description

<b>Job title:</b>	Digital Knowledge Manager
<b>Salary:</b>	Band C – starting salary of £38,542
<b>Contract:</b>	Fixed term for three years with potential to renew, subject to funding. Open to secondments from NHS and Partner organisations.
<b>Hours:</b>	Full time (35 hours per week) Monday to Friday, hybrid working with two days in the office. The role will work across two main projects: <ul style="list-style-type: none"><li>– Health Education England Research Hub (0.8 FTE)</li><li>– Academy Knowledge Management (0.2 FTE)</li></ul> Open to flexible working.
<b>Location:</b>	Academy of Medical Royal Colleges, 10 Dallington Street, London, EC1V 0DB
<b>Reports to:</b>	Policy Programme Manager
<b>Line reports:</b>	None
<b>Budget responsibilities:</b>	None

### Key working relationships:

- Academy staff
- Members of the HEE Workforce Research and Evaluation Advisory Group
- Members of the Research Hub Workforce Governance Group
- Research Hub Workforce Expert working Group
- NHS Learning Hub
- Health Education National and Regional Leads
- HEE National Knowledge and Library Services Leads and HEE Knowledge Management Service

- Academy Finance Officer and IT Supplier
- Healthcare professional membership bodies including Medical Royal Colleges and Faculties.

## The Academy

The Academy of Medical Royal Colleges (the Academy) is the coordinating body for the UK and Ireland's 24 medical royal colleges and faculties. The Academy brings together the views of their individual specialties to collectively influence and shape healthcare across the four nations of the UK.

The Academy's policy priorities and work programme are set by its Council of members and, where appropriate, relevant committees. The governance of the Academy is the responsibility of the Board of Trustees.

The Academy is a registered charity in England, Wales, Scotland, and Northern Ireland. It is also an independent corporate body limited by guarantee.

To find out more please visit our website [www.aomrc.org.uk](http://www.aomrc.org.uk).

## HEE & Partners Workforce & Educational Research Hub

Health Education England (HEE) and the Academy are collaborating on the development and establishment of a new curated library platform (research hub) to provide a repository for information produced by HEE and its partner organisations (e.g. Colleges, NHS education professional associations, GMC, SEBs) involved in NHS education, training, and workforce issues. Currently this type of research is published or curated in multiple locations, and often awareness of what is available is limited. The research hub will aim to raise awareness, mutual sharing, and access of these resources to those working in education and workforce research, building up the capacity and capability within this area.

## Role Summary - Research Hub

The Academy has funding in place to undertake this work over the next three to four years and are looking for an experienced Knowledge Manager to help both develop and implement the research hub with HEE and partner organisations.

This is an opportunity to lead in the development of system and process to manage the online research hub, including the cataloguing systems, acquisition process as well as quality assurance of the content being housed on the site. It is anticipated that the hub will be hosted on an existing HEE online platform so the postholder would be expected to work with that team to develop the designated area, but no major software development would be required. This is a new project and role for the Academy and the post holder will have

support from a senior Programme Manager and professional support and networking from the Knowledge and Library Services team at HEE.

The post-holder would be responsible for delivery of the research hub including ensuring the accuracy and integrity of data held and would be expected to work with stakeholders to collate new content submissions and review existing content.

In addition, the post-holder would be responsible for promoting the content and use of the research hub to all relevant stakeholders.

### Duties and responsibilities

#### 1. Hub and programme design

- Lead on the design of the research hub with support from the Academy's Programme Manager and Research Governance Group, including the structure of the site and cataloguing of acquisitions.
- Develop the processes for acquisition, quality assurance and ensuring the content on the hub remains current.
- Work with HEE teams to develop the research hub area on an existing platform to meet stakeholder needs.

#### 2. Manage the research hub:

- Manage the Hub Catalogue: Provide a cataloguing and classification service, as required.
- Manage Acquisitions: supervise/undertake the addition and recording of acquisitions with input and guidance from the Research Hub Governance Group.
- Maintain data integrity and quality (Catalogue, Acquisitions), liaising with relevant stakeholders.
- Ensure that the data integrity and accessibility of hub resources is maintained and up to date in the catalogue.

#### 3. Current Awareness Services, Alerting and News Services

- Responsible for managing and developing awareness of the hub and content, including participating in the development of marketing activities.
- Develop new methods of delivering alerts and updates to relevant stakeholders, with support from the Academy Communications Team.
- Promote and advertise literature searching and updating services to relevant stakeholders, including undertaking surveys and audits to identify and target specific staff groups, stakeholders and potential users.

- Provide a professional enquiry service for those accessing and using the research hub.
  - Evaluate performance of content and overall experience of users.
  - Maintain service documentation and statistics as required
- 4. Manage the work of the Research Hub Governance Group:**
- Liaising with Chair to plan meetings, including developing the agenda and relevant papers
  - Arranging meetings including setting up video conferencing and online file sharing folder [Microsoft TEAMS]
  - Provide update reports on the progress of the hub
  - Recording decisions and ensuring appropriate follow up action
  - Circulating approved minutes and checking that agreed actions are carried out
- 5. Relationship management and personal development**
- Establishing good links and relationships with relevant College leads to ensure effective operation of the project
  - Reporting activity and progress to Academy Council and Board as agreed
  - Building corporate relationships with key external organisations and individuals.
  - Keep up to date on developments and trends appropriate to delivering information services to meet the strategic objectives of the research hub.
  - Maintain knowledge around issues of Copyright/Data Protection/ E Resource licences/ FOI/Information Governance

### Role Summary – Academy Knowledge Management

The Academy is undertaking a series of internal improvement projects to support the overall running and efficiency of the organisation. One of these projects is to migrate the organisation from a server-based documentation platform to an online one i.e., Microsoft TEAMS. The post holder will lead on this work internally with input and support from the wider team as well as the Academy's IT Supplier.



## Duties and responsibilities

### 1. Policies and Processes

- Review existing document policy and process, and revise accordingly
- Develop internal guidance on record retention for all teams.

### 2. Migration of files to TEAMS

- Explore and assess the current server-based documentation including identifying which document should be archived, which should be migrated etc.
- Work with teams to identify and establish an appropriate filing structure for the online platform.
- Work with the Academy's IT team to develop a migration process.
- Support the team during the migration process.

## General

- Contributing to the development of the Academy and supporting and providing cover for Academy colleagues if required. The Academy is a small organisation, and all staff are expected to be flexible and contribute to its operations as necessary
- A commitment to diversity, equality and inclusion. Contributing positively to a working environment where everyone is treated with dignity and respect; and complying with all relevant law and Academy policies relating to equality and diversity
- Maintaining a safe and healthy working environment by complying with all relevant Academy health and safety policies, procedures, and practices
- Safeguarding confidential and sensitive information, complying with relevant data protection legislation and Academy policies
- This job description sets out the main responsibilities of the role which may vary from time to time without changing the general character of the role or the level of responsibility

## Person Specification

Criteria		Essential / Desirable
Education / Qualifications	<ul style="list-style-type: none"> <li>– Educated to at least graduate degree level</li> <li>– Postgraduate diploma in Librarianship/Information Science or equivalent experience</li> </ul>	E E
Experience	<ul style="list-style-type: none"> <li>– Experience of Library and Information work, library databases and Library Management Systems.</li> <li>– Experience of searching and information retrieval from online databases and systems.</li> <li>– Experience of managing online resources and/or e journals</li> <li>– Understanding of relevant legislation i.e., Copyright and data protection</li> <li>– Experience of Windows Server and network applications.</li> <li>– Institutional repository development</li> <li>– Health Library Experience</li> <li>– Experience of planning and managing small projects as project lead</li> </ul>	E E E E D D D D
Skills / Ability / Knowledge	<ul style="list-style-type: none"> <li>– Knowledge of cataloguing/classification / indexing meta data systems</li> <li>– Knowledge of online resources and systems (including electronic journal publishing), developments and market trends including Open Access publishing.</li> <li>– Wide range of IT skills including use of Microsoft products</li> <li>– Excellent organisational skills to deliver work on time and on budget</li> <li>– Excellent oral and written communication skills, with the ability to communicate complex messages clearly and precisely</li> <li>– Knowledge of Health Information Resources</li> <li>– Understanding of healthcare context</li> <li>– Marketing and promotion</li> </ul>	E E E E E D D D

Personal qualities / Attributes	– Well-developed interpersonal skills with the ability to establish, sustain and develop productive relationships with professional partner organisations to achieve shared objectives	E
	– Confident and articulate	E
	– Analytical, critical thinking and problem-solving skills	E
	– A collaborative team player who is respectful of differences of opinion and offers constructive solutions	E
	– Ability to work independently and to show initiative	
	– Ability to prioritise and balance competing demands	
Other	– Experience with and confidence using remote meeting software such as Teams/Zoom, and the full range of Microsoft Office packages	E

Position no longer vacant  
Do not apply

## How to apply

### Key Dates

The closing date for applications is midnight on **Sunday 13 November 2022**. Shortlisted candidates will be informed by Tuesday 22 November. Interviews will take place on **Tuesday 29 November 2022**. Ideally, the Digital Knowledge Manager will commence in post in early January 2023.

### Application Process

Equality, diversity and inclusion are an integral part of the Academy's culture of encouraging, supporting and celebrating differences. In seeking candidates for this position, we strongly encourage applications from individuals of all ages, races, genders, physical abilities, sexual orientations, and perspectives. This is a part-time role, and the Academy is happy to support flexible working.

Please email your CV and a covering letter [no more than 2 pages] by **midnight on Sunday 13 November** to [researchhub@aomrc.org.uk](mailto:researchhub@aomrc.org.uk) with the job title in the subject line.

If you have any questions about this process or if you would like an informal chat about the role, please contact Victoria Brewer, Programme Manager, by email at [victoria.brewer@aomrc.org.uk](mailto:victoria.brewer@aomrc.org.uk).

Your cover letter should outline:

- Why you are applying for the role
- How you meet the person specification criteria
- If you are applying for the role on a secondment basis, please confirm that you have agreement from your employer
- Your availability to start in the role
- Current or most recent salary
- Contact details: mobile telephone number & home address
- Where you heard about the role.

Thank you for your interest in the role and we wish you all the best with your application.