

Collections and Discovery Manager

Department:	Library
Grade/ Salary:	Grade 7
Contract Type:	Permanent
Hours:	35
Location:	New Cross, London

Closing date for applications:

Interviews:

Job description

Reporting to: Head of Systems and Content

Responsible for: Acquisitions Coordinators, Reading List Coordinator, Senior Library Assistant

Note:

This role is mainly campus-based but suitable for some ad hoc remote working

Summary:

The Collections and Discovery Manager provides operational management and oversight across the content management lifecycle for all types of resources and learning materials.

The role is based in our Systems and Content team and is responsible for managing staff, budgets, supplier relationships and operational processes that ensure

Goldsmiths students, researchers and staff can efficiently find, access and use the resources they need to support teaching and learning and research.

The Systems and Content team is key to student and academic experience at Goldsmiths, delivering an efficient, effective service in our provision of appropriate resources available at the customer's point of need.

Main Duties:

1. Line-manage staff within the Systems and Content team responsible for the content lifecycle including recruitment, induction, probation, staff development, performance management and appraisal; ensuring effective deployment of staff and delegation of work and responsibilities and that staff understand their contribution to the department and to Goldsmiths' Strategy.
2. Deliver excellent customer experience and ensure the provision of a coherent and user-focused Library service from welcoming customers and visitors, day-to-day interactions, and enthusiastically promoting the Library's full range of services
3. In your area of work, induct, train and coach staff, placement students and volunteers in carrying out their duties as required.
4. Support the Head of Systems and Content to ensure budget compliance for content across library information systems, information resources and learning materials; ensuring accurate reporting on spending in these areas.
5. Operational management and ownership of processes across the content lifecycle, including: procurement, subscriptions, cataloguing, access and discoverability, reading list management, inter-library loans, scanning and digitisation and collection management.
6. Manage the full acquisitions process including end-to-end invoicing, purchase orders and goods receipting, record keeping and liaison with Goldsmiths Accounts Payable and Procurement teams as required.
7. Monitor and manage contracts and licenses for information resources and learning materials, with the support and oversight of the Head of Systems and Content.
8. Manage accessibility requirements and specialist content provision to ensure all learning materials are inclusive and accessible, including content digitised in-house and liaison with partners such as the RNIB.
9. Provide first-stage support, advice and guidance for copyright and licensing enquiries for Goldsmiths staff and students, escalating to the Head of Systems and Content as required.
10. Act as the System and Content team's administrator for the Library's customer relationship management platform, library management system and discovery system, in collaboration with Heads of Service and the Systems Technician.

11. Monitor key performance indicators relevant to the content lifecycle and engage with data and performance metrics, including benchmarking and analytics, to inform evidence-based decision making, ensure accurate record-keeping and for reporting internally and to the sector.
12. Supporting and implementing change initiatives through review and enhancement of workflows and processes that improve the effectiveness and efficiency of Library services and manage cross-team projects in support of these objectives.
13. Develop and manage relationships with internal and external stakeholders and suppliers including relationship management, supplier liaison and negotiation to resolve and escalate issue, and ensure value for money and appropriate, accessible content.
14. Liaise and collaborate with the Library Academic and Enrichment Skills Development team and academic colleagues to ensure Library collections meet Schools' and learners' needs.
15. Deputise for the Head of Systems and Content in their absence.
16. Any other duties as may reasonably be required by the Head of Systems and Content.

Generic Duties:

1. To promote the activity of Library Services by working across professional service departments, academic departments, the Students' Union, and external stakeholders.
2. To participate in a rota to cover a variety of service points and tasks across the full range of staffed library opening hours.
3. To contribute to teamwork to ensure business continuity within the team following the failure of, or damage to, vital services or facilities.
4. To contribute to an enhanced student experience by supporting student engagement including attendance at events, supporting engagement initiatives (including Open Days, Applicant Visit Days, Welcome Week, Graduation Ceremonies, and relevant Corporate Events). These may include evenings and/or weekends.
5. Maintain a high level of professional awareness of best practice and innovation both within the LIS sector and more broadly, and engage in internal and external CPD activities, professional networks and organisations in order to raise the profile of Goldsmiths and to share best practice across the sector.
6. To understand the principles of accessibility and equity, diversity and inclusion (EDI) and proactively apply these to your area of expertise.
7. To understand the principle and ambitions of the Liberate our Library programme and work actively to develop and embed anti-racism in your area of expertise.
8. To ensure that Critical Information Literacy is understood and reflected in all interactions with students and staff, as the Library's default practice.
9. To engage with data, statistics and feedback to enable data drives decision making across library services.
10. To ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.
11. At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy.

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form **C = Certificate**
I = Interview **R = Reference**
T = Test / P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Educated to degree level, or equivalent experience	A, C
Professional qualification in librarianship or information science, or equivalent experience	A, C
Desirable Criteria 1 - Qualifications	
AdvanceHE Fellowship in any category, or willingness to attain Fellowship within three years	A, C
Project management qualification, or equivalent experience in project management	A, C
Essential Criteria 2 - Experience	
Experience of managing one or more aspects of the content lifecycle across a range of formats and media in a library or information service, for example:	A, I

acquisitions and procurement, reading lists and digitisation, inter-library loans, access and discovery	
Experience of managing contracts and licences for resources and subscriptions in a library or information service	A, I
Experience of supplier liaison and stakeholder management	A, I
Experience of managing budgets	A, I
Experience of staff management or supervision, or relevant experience in another context such as project management	A, I
Desirable Criteria 2 – Experience	
Experience of providing copyright advice and guidance in a library or information setting	A, I
Essential Criteria 3 – Knowledge	
Knowledge of current and emerging technology relevant to the role, including technology developments in information resources discovery and access	A, I
Knowledge of the collection management lifecycle, licensing issues and the exploitation of new technologies to enhance access	
Knowledge of specialist library information systems relevant to the role, for example library management systems, discovery systems or customer relationship management systems	A, I
Knowledge of Critical Librarianship and its role in academic libraries, and equity, diversity and inclusion principles relevant to the role	A, I
Desirable Criteria 3 – Knowledge	
Knowledge of cataloguing and metadata and data interchange formats and standards, including RDA and MARC or BIBFRAME	A, I
Knowledge of copyright in an academic context	A, I
Essential Criteria 4 - Skills	

Excellent multimodal communication skills required for liaison with Goldsmiths staff, students and external stakeholders including suppliers and sector networks	A, I, P
Excellent interpersonal skills with the ability to build strong working relationships across a large organisation	A, I
Ability to act collegially, working as a team manager to deliver service objectives	A, I
Ability to prioritise and manage workload in support of delivery of wider Library strategic objectives and aims	A, I
Essentia Criteria 5 - Additional Attributes	
Highly motivated and proactive in outlook, with the ability to motivate others	A, I
Commitment to the delivery of exemplary service and a high level of user satisfaction	A, I
Commitment to own continuing professional development	A, I

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