

Job Description

Job Title:	Researcher Support Manager
Career (R&R) Level:	Team Manager / Leader
Department:	Library & Learning Skills (LLS)
Reporting to:	Director of Library & Learning Skills
Location:	Homeworker, or any UK campus
Direct Reports:	Research Administrator

Library & Learning Skills Service

The Library & Learning Skills (LLS) Service at the University of Law supports all students and staff, regardless of location. We have physical libraries at each of our UK campuses, alongside online collections and support, supporting students studying online or at partner institutions in the UK and globally. Our four teams (Collections & Research, Learner & Enquiry Support, Programme & Learning Enhancement and Study Skills) provide the professional expertise and high quality, relevant, accessible resources to equip our students and staff with the information literacy, digital and academic skills to navigate learning and teaching at the University of Law with confidence, and to excel in their lives beyond.

Main function of Job

The Researcher Support Manager proactively contributes to the design, development and delivery of research support services offered by Library & Learning Skills to students and staff across our campuses. They work closely with academic colleagues and students undertaking research and scholarly activity, to ensure that LLS provides support and advice throughout the research process. The Researcher Support Manager will support any future Research Excellence Framework (REF) submission by collating all research outputs and ensuring that research complies with any funder mandates. The role can be carried out largely remotely with occasional travel to any UK campus to meet other key colleagues and students in person.

Key responsibilities include:

- Partnering with academic staff to help them navigate LLS and publisher systems to support their research and that of their students
- Overseeing the University's institutional repository: day-to-day management; development and analysis of use; support for Research Administrator in the uploading of outputs, including resolving more complex queries
- Collating research outputs to support any future REF submission and ensuring compliance with relevant mandates
- Upskilling (via training, support and content) LLS colleagues working directly with researchers
- Working with the wider team of Programme Lead Librarians to develop training and guidance for researchers, to be delivered across the team

- Remaining updated on key topics and discussions in the wider Higher Education (HE) sector and scholarly communications community (e.g. Open Access mandates), in order to advise and update LLS colleagues and the wider institution
- Leading the development of training and guidance for researchers in collaboration with the wider LLS team

Reporting Line:

- The Researcher Support Manager reports directly to the Director of Library & Learning Skills and has the Research Administrator as a direct report.

Specific Responsibilities:

Researcher Support

- Manage and develop the institutional repository at the university; promote usage across the institution as a showcase of the university's research output; implement any new system
- Collate research outputs to raise the profile of research activity at the University and support any future submission to the REF; ensure compliance with any mandates
- Analyse engagement with the repository and help to determine and contribute towards the University's Key Performance Indicators (KPIs) around research, sharing data with key colleagues in the wider university as needed
- Assist research-active colleagues and students in meeting the relevant legal, licensing and funding requirements that apply to their research outputs and data (e.g. copyright, data protection, Creative Commons, REF, OA)
- Develop the systems and frameworks by which the University and LLS gathers, archives and shares its research outputs and data
- Contribute to, and lead as needed, meetings or groups relating to relevant areas of activity (e.g. the repository)

Continuous service improvement and delivery

- Act as a conduit between the latest information from the scholarly communications community and LLS, to help colleagues contribute to and support the University's growing research environment through their own teaching and partnership work with academics and students
- Increase awareness of the key concepts and policies within research support (such as OA, copyright and intellectual property) for all University staff and students
- Maintain and develop the institutional repository and related research discovery platforms including working on materials and records in the repository (validating and approving metadata)
- Partner with designated Programme Lead Librarians and the wider Collections & Research team to ensure that we deliver research-focused collections, skills development activities and learning spaces

Learning Support and Digital Learning

- Provide research skills training and enquiry support to staff and postgraduate research students (e.g. research data management; OA awareness) and contribute content and knowledge to sessions developed by colleagues
- Design self-directed online materials focusing on research, for inclusion in the University's student skills platform (the Skills Academy), with support from colleagues specialising in digital delivery and those with expertise in particular areas of research
- Work with LLS colleagues to co-ordinate and deliver campus-based and online teaching on research, to large and small groups, alongside offering personalised one-to-one sessions
- Undertake peer review activities with colleagues across LLS as part of enhancing our skills teaching offering
- Design and deliver appropriate training and communications about research best practice and processes, particularly as part of the Staff Development series and annual learning and teaching conference

Customer support

- Role-model our customer services values in interactions with students and other stakeholders
- Act as a key contact for owning and resolving repository issues and research enquiries; participate in online and in-person enquiry activities and provide professional and timely responses
- Maintain a high standard of confidentiality whilst ensuring all relevant staff are kept fully informed of any issues arising, especially when managing sensitive research data
- Proactively seek feedback and contribute to quality assurance activities

Teamwork and Team Management

- Manage the Research Administrator, including performance management, training and development
- Work with the wider team of librarians to manage, support and develop all colleagues and celebrate the success of teams and individuals
- Promote and sustain a constructive, supportive and friendly working relationship with all service users, external and internal, immediate and senior management and other colleagues in order to maintain high levels of client support or delivery
- Establish and maintain strong links with the University's researchers, Programme Leads and the Academic Development department
- Work with colleagues to build and enhance understanding of the research process across the University and within LLS
- Deputise for senior members of LLS on project groups as appropriate

Professional Skills

- Actively take responsibility for own personal career development and networking
- Undertake training as required
- Develop an awareness of the higher education/legal/business market and keep up to date with relevant developments.
- Develop and maintain an awareness of the higher education research landscape and keep up to date with developments or changes

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned by their line manager or any of the LLS Leadership Team.

The job holder has a duty to take reasonable care for the health and safety of themselves and of other persons with whom they come into contact at work. The job holder also has a duty to co-operate with the University in complying with any statutory duty or requirement concerning health and safety at work. In particular, they must familiarise themselves with the Health and Safety Policy and its safety and fire procedures.

This job description is to be read in conjunction with the relevant Roles and Responsibilities Career Level document. Job description is correct at July 2025. It may vary in consultation with the post holder to reflect changes within the marketplace, in LLS, and the University.

Signed by:

Print Name:

Date:

Person Specification

Job Title: Researcher Support Manager
 Role: Team Manager / Leader
 Department: Library & Learning Skills

1. TRAINING & EDUCATION

Essential	Desirable
Relevant professional experience relating to teaching or librarianship - equivalent to postgrad FHEA or ALDinHE Certified Practitioner and/or librarianship qualification	Certificate in research management (ARMA), or suitably qualified by experience

2. EXPERIENCE

Essential	Desirable
- Experience in supporting research or research data management - Experience of working with an institutional repository for research data - Project management experience - Experience of liaison with stakeholders in an academic environment - Experience of working in a customer services environment - Experience of teaching and training activities in a library context	- Experience of working in an academic, business or legal library or information service - Experience of managing people - Experience of working remotely and across multiple sites

3. SKILLS & KNOWLEDGE

Essential	Desirable
- Awareness of repository systems (i.e. EPrints, Figshare etc.) - Understanding of issues relevant to Open Access (OA) publishing, including knowledge of copyright and data protection - Excellent communication skills - Strong IT skills - Knowledge of the HE Research environment (i.e. REF and the UK Research Councils)	- Knowledge of library collections relevant to the ULaw subject portfolio - Current awareness of developments in academic libraries

4. BEHAVIOURAL SKILLS

Essential
- Able to work as part of a team and motivate others - Proactive and flexible - Reflective practitioner - Able to work on own initiative and prioritise own workload - Able to work under pressure to competing deadlines

5. SPECIAL CIRCUMSTANCES

Essential
Willingness to travel to ULaw campuses as needed

