

Job Profile

Job Description

Job Details		
Job Title:	Learning Resources Coordinator	
School/Dept/Institute & Centre:	QMUL Malta Ltd	
Reports to:	MBBS Curriculum Operations Manager & E-Learning Lead	
Grade 7:	€25,514.80-€28,314.80	Full-Time Reduced: 35hrs per week
Appointment period:	Indefinite	
Current Location:	Gozo, Malta	

Job Purpose

The Learning Resources Coordinator is the first point of contact for Queen Mary University London (Malta) students, faculty and staff at the library enquiry desk providing effective and efficient customer services at all times. Other key responsibilities include assisting with library orientation, performing stock routines such as shelving and shelf tidying, assisting in maintaining the library software and duties associated with stock acquisition and library administration. As well as providing direct support and assistance to library users, the Learning Resources Coordinator will also be responsible for managing information resources and maintaining records and data within the library management system that support the use of library services. Reporting to the MBBS Year 5 Curriculum Operations & E-Learning Lead they will assist with maintaining support of the Year 5 curriculum operations and all e-learning tasks, of which all training will be provided.

The role holder will also be responsible for developing and maintaining the lecture capture software (QReview) and assisting with keeping the student online learning platform (QMPlus) up to date with the latest information and lectures. Where relevant, the Learning Resources Coordinator will also support the work of the wider Curriculum Operations Team inclusive of helping with Assessments and induction week.

Main Duties & Responsibilities

Library Services

1. Manage acquisition, cataloguing and circulation processes of both physical and electronic library resources.
2. Implement the library fines policy as and when necessary (for late returns of library resources or for library resources which patrons claim as lost).

3. Liaise with QMUL (London) counterparts regarding both existing subscriptions as well as new subscriptions to electronic library resources, to record current usage as well as to meet student expectations particularly in keeping up to date with current/emerging research.
4. Maintain an effective front-line service within the campus library, manage the local library environment and ensure delivery of exceptional customer service. i.e., supporting library users with queries and in their use of library IT/AV facilities, and assist with equipment such as the online public access catalogues, photocopiers, printer and laptop loans.
5. Maintain records and data within the library management system to a high standard, following agreed guidelines. Liaise with QMUL (London) counterparts to enable the new system to undergo any required technical upgrades.
6. Represent the library at general student inductions locally and facilitate the provision of general student induction library tours and tours of the library for prospective students and visitors.
7. Assist students in using Encore (QMUL's official library search tool) and referencing software such as EndNote, Mendeley and CiteThemRight, as well as other student support online tools including SmartThinking Online.
8. Manage the annual library budget and implement control measures when required to keep in line with the set budget. These include (but are not limited to) sourcing electronic (rather than physical) library resources whenever possible.

Curriculum Operations

9. Implement the manual roll-over of timetables in advance of the start of each academic year.
10. Create the required structure on QMPlus enabling academic staff to easily upload lecture resources. Liaise with the Curriculum Operations team and Academic team to schedule, edit and upload QReview lecture recordings to QMPlus.
11. Assist the Curriculum team to ensure that QMPlus has the most relevant and up-to-date information available to students of all years.
12. Print new Student ID Cards for new cohorts and lost damaged cards, ensuring maintenance of Student ID Card Printer with support of IT.
13. Support the work of the MBBS Year 5 Curriculum Manager & E-Learning Lead and the wider Curriculum Operations Team as directed by the Curriculum Operations and Quality Manager.
14. Qualify as a QM+ Superuser and attend all relevant training and workshops as directed by the MBBS Year 5 Curriculum Operations Manager and E-Learning Lead.

Quality Assurance, policies, and procedures

15. Keep abreast of key QMUL FMD Library and IHSE policies for providing guidance to Library users.
16. With the support of the MBBS Year 5 Curriculum Operations & E-Learning Lead, develop and implement relevant Library standard operating procedures (SOPs) to maintain an effective service for staff and students.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

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Person Specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

	Requirements	Essential / Desirable
Qualifications	<ul style="list-style-type: none"> Educated to A Level standard or equivalent (with GCSE grade C English and Maths) 	E
	<ul style="list-style-type: none"> Higher relevant academic or vocational qualification. A qualification in librarianship and/or information & records management and archives studies would be considered an asset. 	E
Knowledge, Skills and Experience	<ul style="list-style-type: none"> Relevant experience in an academic library or similar library / information environment 	E
	<ul style="list-style-type: none"> Awareness of types of academic publishing (e.g. journals, databases, e-books) and Copyright and Data Protection. 	E
	<ul style="list-style-type: none"> Experience of using a wide variety of online services, databases and other IT services and systems. 	E
	<ul style="list-style-type: none"> Experience of supporting others in their use of IT and ability deliver effective training to a varied audience. 	D
	<ul style="list-style-type: none"> Capable of working on own initiative, but also being part of a team offering flexibility and support to colleagues 	E
	<ul style="list-style-type: none"> Awareness and understanding of the current issues within Higher Education, particularly in health care disciplines 	D
	<ul style="list-style-type: none"> Customer oriented with the ability to relate to staff, students and colleagues in a pleasant and confident manner 	E
	<ul style="list-style-type: none"> Excellent attention to detail and high level of accuracy 	E
	<ul style="list-style-type: none"> Good IT skills, including spreadsheets, email, word processing and databases (Microsoft Office) 	E
	<ul style="list-style-type: none"> Ability to prioritise a varied workload and meet deadlines 	E
<ul style="list-style-type: none"> Excellent written and verbal skills 	E	

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Person Specification

	Requirements	Essential / Desirable
	<ul style="list-style-type: none">• Good organisational and interpersonal skills	E
Attitude and Disposition	<ul style="list-style-type: none">• Ability to remain calm and to act in a professional manner whilst dealing with a difficult customer and/or non-routine work situations	E
	<ul style="list-style-type: none">• Flexible and co-operative; ability to work in a team	E
	<ul style="list-style-type: none">• Commitment to participate in personal development	D
	<ul style="list-style-type: none">• Able to work unsupervised and exercise initiative	E
	<ul style="list-style-type: none">• Adaptable to changing work patterns and locations	D

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.