

**LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE**

**PROFESSIONAL SUPPORT SERVICES**

**LIBRARY, ARCHIVES AND OPEN RESEARCH SERVICES**

**OPEN RESEARCH OFFICER**



## **GENERAL INFORMATION**

### **The London School of Hygiene & Tropical Medicine**

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Founded in 1899, the School has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our staff, students and alumni work in more than 150 countries in government, academia, international agencies and health services.

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources. Our diverse research talents, skills and experience, underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

We have 3,300 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,200 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 70,000 participants globally.

LSHTM performs strongly in various global university league tables. In the 2019 CWTS Leiden Ranking LSHTM is ranked the UK's top university for the proportion of academic

research with women listed as authors, first in Europe for publishing open access research, and first in Europe and eighth in the world for research impact in sciences (for the proportion of its total publications ranking in the top 10% of most cited research).

In the US News Best Global Universities Ranking 2019, we ranked ninth in the UK overall and 13th in the world in the fields of social sciences and public health. We ranked 27th for medicine in the 2019 QS World University Rankings.

In the 2019 Shanghai World Ranking we placed 201-300 overall, and ranked 4th in public health (1st in the UK), 17th in clinical medicine, and 76-100 in human biological sciences. In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health, and social sciences and biomedical.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates.

We seek to foster and sustain a creative and supportive working environment based upon an ethos of respect and rigorous scientific enquiry. We embrace and value the diversity of our staff and student population and seek to promote equality as an essential element in contribution to improving health worldwide.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

## Job Description

<b>Job Title:</b> Open Research Officer	
<b>Department:</b> Library, Archive & Open Research Services	
<b>Faculty/Professional Service:</b> Professional Services	
<b>Location:</b> London	
<b>Reports to:</b> Research Publications Manager	
<b>Responsible for:</b> N/A	
<b>Full Time/Part Time/Casual:</b> Full Time Permanent	<b>Hours:</b> N/A
<b>Grade:</b> PSP 4	
<p><b>Overall Purpose of the job</b></p> <p>The Open Research Officer is based within the Collection Support &amp; Open Research Services Team, reporting to the Research Publications Manager and working closely with the Research Data Manager. They play an active role in providing open access, research data management and open science support to researchers.</p> <p>The post holder works with the Research Publications Manager to develop and maintain LSHTM Research Online, the organisation's repository for research publications. This involves monitoring deposited items from LSHTM's CRIS, Symplectic Elements, ensuring the correct details are applied to comply with funder and REF requirements. The role encompasses management of green and gold open access requests, providing advice to researchers on how to balance funder requirements with journal policies, and processing requests for payments of open access charges. The post holder also assists the Research Data Manager in dealing with research data management enquiries and with other activities, including support for LSHTM Data Compass, the organisation's repository for research data. This role is part of the team that supports LSHTM's REF return and open research agenda, including the new LSHTM Open Access Press. The post holder assists in promoting the benefits of Open Science in the provision of guides, training and web information.</p> <p>The Open Research Officer actively engages with users to promote the service and to gather feedback, and actively contributes to the development of the service. The post holder participates in staff meetings and events, staff rotas and Enquiries Desk duties, and induction training as required.</p>	

<b>Principal Duties and Responsibilities (Examples)</b>
<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>Communicating regularly with relevant LSHTM staff and external institutions/organisations in the administration of open access publishing and research data management</li> <li>Designing and producing user guides and web information for Library users</li> <li>Supervising and providing technical support to LA&amp;ORS staff on operational tasks</li> <li>Contributing to the delivery of training sessions and providing one-to-one assistance to academic staff on open access issues, as required</li> <li>Providing written and verbal reports to the Research Publications Manager and Research Data Manager</li> </ul>

<ul style="list-style-type: none"> <li>Promoting the services and collections to members of LSHTM and beyond</li> </ul>
<b>Teamwork and Motivation</b> <ul style="list-style-type: none"> <li>Working with the Open Research Services team and wider LA&amp;ORS staff to ensure the successful delivery of support for Open Science</li> <li>Interacting constructively and enthusiastically with all members of LA&amp;ORS staff, providing support and training where appropriate</li> <li>Participating in staff meetings and events, staff rotas and Enquiries Desk duties, and induction training as required</li> <li>Contributing actively to the work of LA&amp;ORS in its support of the work of LSHTM</li> </ul>
<b>Liaison and Networking</b> <ul style="list-style-type: none"> <li>Engaging with users and liaising with relevant LSHTM staff and external institutions/organisations in the delivery and development of support for open access publishing and research data management</li> <li>Participating in meetings with academic and support staff and students regarding open access publishing and research data management</li> <li>Supporting the intellectual and professional life of LA&amp;ORS by contributing towards social media activities, participating in external conferences, and involvement in project teams and committees both within the service and externally</li> </ul>
<b>Service Delivery</b> <ul style="list-style-type: none"> <li>Ensuring an excellent standard of service in the delivery of support for open access publishing and research data management</li> <li>Working with the Research Publications Manager to manage and develop LSHTM Research Online, and with colleagues to ensure that research outputs are deposited and made available efficiently and in a timely manner</li> <li>Working with the Research Publications Manager and Research Data Manager to ensure research outputs are described consistently and comply with metadata quality expectations</li> <li>Assisting with the administration of awards for open access publishing from funding bodies, and payment of article processing charges from these funds</li> <li>Promoting the services and collections to members of LSHTM and beyond</li> <li>Dealing with enquiries received in person, by telephone, via email and social media</li> </ul>
<b>Decision Making</b> <ul style="list-style-type: none"> <li>Identifying tasks that can be delegated to other members of the Open Research Services team</li> <li>Making decisions in response to specific queries from users, LA&amp;ORS staff, relevant LSHTM staff and external institutions/organisations</li> <li>Working with minimal supervision and taking decisions when the Research Publications Manager or Research Data Manager is absent, exercising appropriate judgement as to when a matter should be referred to another member of staff</li> </ul>
<b>Planning and Organising</b> <ul style="list-style-type: none"> <li>Assisting with the maintenance and development of LSHTM Research Online</li> <li>Planning own work and daily activities and providing technical support and supervision to LA&amp;ORS staff on operational tasks to ensure that competing priorities are achieved and that service standards are met</li> <li>Assisting with the administration of article processing charges and compilation of funder reports</li> <li>Contributing to regular team meetings and events, and to meetings with academic and support staff and students about open access publishing and research data management</li> </ul>
<b>Initiative and Problem Solving</b> <ul style="list-style-type: none"> <li>Answering queries from users, LA&amp;ORS staff, relevant LSHTM staff and external institutions/organisations based on experience and knowledge</li> <li>Interpreting information and context in order to resolve problems and provide a professional service to users, exercising appropriate judgement as to when a matter should be referred to another member of staff</li> </ul>
<b>Analysis and Research</b> <ul style="list-style-type: none"> <li>Collating statistics and monitoring service standards</li> <li>Providing written and verbal reports to the Research Publications Manager and Research Data Manager</li> </ul>

<b>Sensory and Physical Demands</b> <ul style="list-style-type: none"> <li>• Using office equipment, including computers, telephones and multi-functional devices (MFDs)</li> <li>• Manual handling of printed library material, including books and journals, and use of trolleys and ladders</li> <li>• Coordinating, understanding and interpreting complex information from several sources, requiring high levels of concentration, and ensuring the accuracy and clarity of information in order to communicate this effectively to the wider team and organisation</li> </ul>
<b>Work Environment</b> <ul style="list-style-type: none"> <li>• Working in a general office environment, and in other areas of the library, occasionally alone</li> <li>• Travelling regularly between sites and to external locations to disseminate information and to participate in discussions in order to inform and develop services</li> <li>• Contributing to the work environment of the Open Research Services Team to maximise communication and effective working</li> </ul>
<b>Pastoral Care and Welfare</b> <ul style="list-style-type: none"> <li>• Sharing collective responsibility for the welfare of all users and of LA&amp;ORS staff</li> <li>• Contributing to the provision of support, advice and guidance to colleagues, to encourage opportunities for personal development, and to engender a culture of wellbeing</li> <li>• Contributing to awareness of relevant LSHTM policies and to ensure that all staff are supported in an environment of inclusion</li> </ul>
<b>Team Development</b> <ul style="list-style-type: none"> <li>• Contributing to the provision of support, advice and guidance to colleagues, to encourage opportunities for personal development, and to engender a culture of wellbeing</li> <li>• Facilitating knowledge sharing within the team, and contributing to the development of the service</li> <li>• Keeping abreast of professional developments in the sector, with particular reference to open access publishing and research data management, and advising on their application in LSHTM as appropriate</li> </ul>
<b>Teaching and Learning Support</b> <ul style="list-style-type: none"> <li>• Contributing to teaching organised by LA&amp;ORS and other departments on Research Publications and Research Data Management activities.</li> <li>• Providing appropriate advice and guidance to staff and students on topics related to their role, such as deposit of theses to the repository</li> <li>• Participating in the LA&amp;ORS programme for teaching information skills as required</li> </ul>
<b>Additional Information</b>

### Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

## ASYLUM AND IMMIGRATION STATEMENT

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found at: <https://www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-skilled-worker>

## Person Specification

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively. Applicants will be shortlisted solely on the extent to which they meet these requirements.

<b>Job Title:</b> Open Research Officer
<b>Department:</b> Library, Archive & Open Research Services

Competency	Evidence	E/D
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>A recognised degree or equivalent qualification</li> <li>A recognised postgraduate qualification in a relevant field</li> </ul>	E D
<b>Experience</b>	<ul style="list-style-type: none"> <li>Proven experience of delivering support for open access publishing or research data management</li> <li>Proven experience of working successfully with institutional repositories</li> <li>Experience of working in a higher education or research environment</li> </ul>	E E D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Demonstrable knowledge of metadata standards and issues relating to working with repositories</li> <li>Knowledge of the administration of article processing charges</li> <li>Knowledge of best practice and innovation in the wider open research landscape</li> </ul>	E D D
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Excellent oral and written communication skills, including the ability to effectively communicate complex information to a variety of audiences</li> </ul>	E E

	<ul style="list-style-type: none"> <li>• Service oriented with excellent interpersonal skills, including the ability to quickly establish effective working relationships with staff and students from a variety of backgrounds</li> <li>• Excellent organisational skills, including the ability to prioritise work and adopt a flexible approach</li> <li>• Excellent IT skills and proven ability to work with a high level of accuracy and attention to detail.</li> <li>• Proven ability to work as a member of a team without supervision</li> <li>• Proven ability to take responsibility and demonstrate initiative</li> </ul>	E  E  E  E
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E=Essential: Requirement without which the job could not be done

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