JOB DESCRIPTION

London School of Hygiene & Tropical Medicine

Job Title: Open Research Officer	
Department: Library, Archive & Open Research Services	
Faculty/Professional Service: Central Services	
Location: London	
Reports to: Research Publications Manager	
Full Time/Part Time/Casual: Full-time	
Grade: Grade 4	

Overall Purpose of the job: The Open Research Officer is based within the Collections & Open Research Services Team within Library, Archive & Open Research Services (LAORS), reporting to the Research Publications Manager and working closely with the Research Information Manager and Research Data Manager. They play an active role in providing open access, research data management and open research support and guidance to researchers.

The post holder works with the Research Publications Manager to support and develop open access publishing within LSHTM. The role includes the management of open access publishing requests, ensuring compliance with relevant policies by providing advice to researchers on funder and publisher requirements. The post holder also supports the timely deposit of research outputs to the LSHTM repository (LSHTM Research Online) and research information system (Symplectic Elements) and will play a key role in preparations for REF2029. The post holder assists with research data management activities, including providing support for LSHTM Data Compass, the organisation's repository for research data, and raising awareness of open research practices within LSHTM.

The post contributes to all aspects of the delivery of library services, including Enquiries Desk duties and online support, ensuring an excellent standard of customer service.

The post holder is required to work 09:00-17:00 Monday-Friday. All full-time LAORS staff work a minimum of 2 days on site in the Library per week, but may be required to work additional days on site as the nature of the role or demand on the service dictates.

All LAORS staff participate in staff meetings, events and training, user training sessions and staff rotas as required.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

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.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our Introducing LSHTM page.
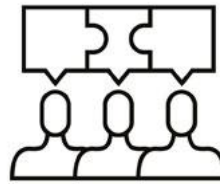
Our Values

Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our LSHTM Values page for further information.

Act with integrity   Embrace difference   Work together   Create impact

Library, Archive & Open Research Services

The primary role of Library, Archive & Open Research Services (LAORS) is to support LSHTM in its mission 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. Library, Archive & Open Research Services seeks to provide excellent information-related services, resources and support to LSHTM's staff and students, and to contribute to a creative and supportive working environment in line with LSHTM's values. Library, Archive & Open Research Services also welcomes external researchers and visitors who wish to consult its specialist collections.

Library, Archive & Open Research Services provides an excellent standard of customer service in the delivery of services to users and offers an extensive programme of information skills teaching and support. It facilitates access to a comprehensive collection of printed and electronic material in the fields of public and global health, including the archives of LSHTM which date from the mid-nineteenth century and consist of correspondence and personal papers of scientific, medical and global health professionals. Library, Archive & Open Research Services also provides support for open access publishing, research

data management and open science within LSHTM, and is responsible for LSHTM's records management service and LSHTM Press.

The Library, Archive & Open Research Services organogram is attached. To discover more about LAORS please visit https://www.lshtm.ac.uk/research/library-archive-open-research-services

Main Duties and Responsibilities
Open Research Services • Determining eligibility for funding support for open access publishing in accordance with funder policy and availability of funding, and eligibility to publish via transformative agreements, liaising with authors as required. • Administration of APC payments, processing invoices and ensuring accurate and up to date records are maintained. • Overseeing the timely deposit of research outputs to LSHTM Research Online and checking compliance. • Contributing to the delivery of training sessions and providing one-to-one assistance to academic staff on open access issues as required. • Working with the Research Information Manager in making research outputs eligible for the next REF. • Working on Publication feeds from Symplectic Elements and assisting the Research Information Manager in providing publication and grants information to researchers and research groups. • Assisting the Research Data Manager in the preparation of data management plans as required, ensuring high levels of compliance with legislation and funder requirements. • Processing items in LSHTM Data Compass, ensuring that metadata relating to research data and/or the research data itself are deposited and (where appropriate) made available efficiently and in a timely manner. • 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, including participating in meetings with academic and support staff and students. • Assisting with project work to support open research activities, including work on ORCID, OpenAlex, PIDS, PrePrints and preregistration. • Developing and supporting communications and engagement activities, including contributing to the open research social media presence. • Providing appropriate advice and guidance to staff and students relating to all aspects of open research, including assisting with copyright queries and provision of technical support and supervision to colleagues as required. • Maintaining procedures and associated documentation. **User Support** • Responding to user enquiries received at the Library Enquiries Desk and via Live Chat (LibraryH3lp) and ServiceDesk (TopDesk), providing timely and professional support at the point of need. • Assisting users with use of library services including borrowing, membership, and finding and accessing both print and online resources.

- Supporting users to access and use technology in the Library including self-service equipment, multi-functional devices for printing and copying, laptop loans and Wi-Fi.
- Ensuring print material from the Library collections that have been removed from the shelves or returned from loan are re-shelved accurately at the end of each day, using trolleys, ladders and manual handling techniques as needed, and that Library shelves are kept tidy.
- Helping to ensure that Library spaces are maintained to a high standard and that users and colleagues are safe, dealing with any issues efficiently (including recording/reporting as appropriate), and ensuring that LAORS Regulations for Users are observed.
- Escalating issues which cannot be resolved following documented procedures, liaising with colleagues across LSHTM such as ITS and Estates as necessary.

Additional Information

- Assisting with the marketing and promotion of LAORS resources and services via a variety of channels including social media.
- Sharing user feedback and suggestions for improvement with relevant teams and managers to ensure continuous service improvement.
- Participating in staff meetings, events and training, user training sessions and staff rotas as required.
- Undertaking projects in support of LAORS as needed.
- Actively contributing to the development of the service.

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 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 Head 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 and Development Review (PDR).

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.

Competency	Evidence	E / D
Education, Qualifications and Training	• A recognised degree or equivalent qualification • A recognised postgraduate qualification in a relevant field	E D
Experience	• Proven experience of delivering support for open access publishing or research data management • Proven experience of working successfully with institutional repositories • Experience of working in a higher education or research environment	E E D
Knowledge	• Demonstrable knowledge of metadata standards, creative commons and copyright, and issues relating to the administration of article processing charges • Knowledge of best practice and innovation in the wider open research landscape	E D
General	• Excellent oral and written communication skills, including the ability to effectively communicate complex information to a variety of audiences • Customer focussed and able to work together with staff and service users from diverse cultural backgrounds and life experiences • Excellent organisational skills, including the ability to prioritise work and adopt a flexible approach • Excellent IT skills and proven ability to work with a high level of accuracy and attention to detail • Proven ability to take responsibility, demonstrate initiative and resolve basic problems without direct supervision • Ability to work towards common goals as part of a team, with an awareness of how your work fits in with others and its importance in the wider context, and willingness to develop existing skills and to acquire new skills to support service excellence	E E E E E E

E-Essential: Requirement without which the job could not be done
D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Jan 2025

Professional-Services-Job-Description-Template – v3

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 4 scale in the range £34,011 - £38,198 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our jobs website. Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM 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.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.