

JOB DESCRIPTION



Job Title: Research Information Manager
Department: Library, Archive & Open Research Services
Faculty/Professional Service: Central Services
Location: London
Reports to: Collections & Open Research Services Librarian
Full Time/Part Time/Casual: Full-time
Grade: Grade 7
<p>Overall Purpose of the job: The Research Information Manager is responsible for managing and developing LSHTM's Current Research Information System (Symplectic Elements), and provides expert guidance and strategic reporting to senior leadership across the organisation based on its content.</p> <p>Duties include managing, maintaining and developing the data flows into and out of Elements from/to other data systems and describing complex data interchange requirements with precision and clarity, leading on liaison with data providers and employing technical expertise to resolve issues when data feeds are not functioning correctly.</p> <p>The post leads on all aspects of data collection, technical management, reporting and modelling for LSHTM's Research Excellence Framework (REF) submissions, particularly the outputs submission, and in its analysis and interpretation. The Research Information Manager is LSHTM's REF Technical Lead.</p> <p>The Research Information Manager is based within the Collections & Open Research Services Team within Library Archive & Open Research Services (LAORS), reporting to the Collections & Open Research Services Librarian.</p> <p>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.</p> <p>All LAORS staff participate in staff meetings, events and training, and user training sessions as required.</p>

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

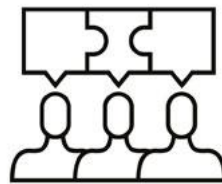
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**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

Management of the CRIS

- Manage, maintain and develop the data flows into Elements from a variety of data systems and aggregators, such as PubMed, HR, Registry, Finance and other systems.
- Manage, maintain and develop data flows out of Elements to the LSHTM website for staff profiles, and to the institutional repository, Research Centre and Project websites for publications and academic CVs, writing code/scripts and complex database queries as required.
- Manage all aspects and modules of the CRIS system as an expert user, monitor and check data integrity and quality, undertake data cleaning, and regularly check the systems' performance across all modules and follow up on errors/downtime recorded.
- Conduct version-controlled backups of Elements Reporting Database custom objects and restore them after database rebuilds and system upgrades, liaising with the ITS Change Board for approval and the Elements Hosting team for execution of system upgrades as required.
- Independently create dashboards and reports from CRIS data and analyse research intelligence for reporting to senior leaders.
- Represent LSHTM in lobbying and networking with suppliers and the Elements user community to develop tools to collate, monitor and model an optimal outputs submission; engage with the global user and technical community of Elements users and developers; request and pursue features that would be of benefit to LSHTM and the wider user community.
- Clearly document complex data extraction scripts and extensive system configuration history, including provision of diagrammatic overviews of complex data-flow networks.

Technical Support for the REF

- Recommend solutions for REF submission management to LSHTM's REF Advisory Group and Pro-Director, Research & Academic Development, with analysis of strengths and weaknesses of each approach.
- Lead on discussions with HR to ensure the accuracy of the HESA staff submission in relation to REF-related fields.
- Lead on all technical aspects of REF submission and act as LSHTM's Technical Contact with Research England.
- Work closely with the Head of Strategic Research to manage LSHTM's REF submission and report on progress to the REF Advisory Group and Pro-Director, Research & Academic Development.

Service Delivery

- Share user feedback and suggestions for improvement with relevant teams and managers to ensure continuous service improvement.
- Develop and maintain training videos and web materials to explain user and admin interaction with Elements.
- Lead on supporting users and resolving problems independently with data integration and reporting.
- Proactively research, suggest and develop new facilities and workflows leveraging Elements capabilities, such as integrated academic promotions workflow.
- Lead on engagement with Faculty Management Groups, the Research Centres' Forum, professional support departments and others to understand their needs and explore where Elements can add value.
- Actively contribute 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	<ul style="list-style-type: none">A recognised postgraduate degree in a relevant field or equivalent experience	E
Experience	<ul style="list-style-type: none">Experience of technical data management in a higher education/research settingExperience of managing a Current Research Information System or similar core enterprise system in a related or similar contextExperience of working as part of a cross-organisation team, liaising successfully with users, software/systems managers and senior managers/leaders	E E E
Knowledge	<ul style="list-style-type: none">Expert working knowledge of the Research Excellence Framework and its data requirements, and of research metricsExpert technical knowledge of data integration and establishing data flows between organisational data systemsExpert technical knowledge of SQL and a scripting language	E E E
General	<ul style="list-style-type: none">Excellent oral and written communication skills, including the ability to effectively communicate complex information to a variety of audiences.Excellent organisational skills, including the ability to prioritise work, work with a high level of accuracy and attention to detail, take responsibility, demonstrate initiative and resolve complex problems.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-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: Jul 2025

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the LSHTM salary scale, Grade 7 scale in the range £52,581 - £60,191 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.

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 on the [government immigration rules page](#).