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RCSI DEVELOPING HEALTHCARE LEADERS WHO MAKE A DIFFERENCE WORLDWIDE

Title: (OperationsLead)	User Experience & Engagement Coordinator
Department:	Library
Tenure:	Permanent Full Time
Location:	RCSI Dublin, 26 York Street, Dublin2.
Reportingto:	Associate Librarian, Library Services Delivery or nominee

The **Royal College of Surgeons in Ireland** (RCSI) is a private, self-financing, not-for-profit medical and surgical college headquartered in Dublin (Ireland) with global reach through its overseas medical universities and health care centres in the Middle East, the Far East and Africa. Since its foundation in 1784, it has played a leadership role in Irish surgical and medical education. Currently, it operates the largest Medical School in Ireland and provides undergraduate education in Physiotherapy, Pharmacy, and Nursing. In addition to Surgery, it also provides postgraduate training and education in Radiology, Dentistry, Nursing & Midwifery, Sports and Exercise Medicine, Healthcare Management and Leadership, and has an Institute of Research.

The User Experience and Engagement Coordinator will play a key role in maintaining, developing and delivering library customer services and engagement activities online and onsite to support the learning, teaching, research and clinical activities of RCSI. Working collaboratively within the library team the postholder will have responsibility for the delivery of customer services in 26 York Street and will work with others across the team to drive and deliver innovative approaches to engagement and outreach activities to promote library services. They will coordinate a team of paraprofessional staff to deliver on all aspects of customer services in 26 York Street, engagement and outreach services and promotional activities. They will work in close collaboration with the Clinical Librarian developing and delivering customer services across RCSI Library locations. This position offers an ambitious and motivated individual opportunities to shape and evolve customer services and engagement activities in RCSI Library.

Specifically, the duties of the post are:

- Managing and supporting the delivery of engagement, outreach and customer services activities online and onsite including: day-to-day operational oversight of the Customer Services team, library spaces and facilities in 26 York Street; supporting across the team the



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development and delivery of engagement and outreach activities to promote the library's expert services; and, provision of orientations and workshops.

- Playing a key role in developing library marketing, customer services, engagement and communications via multimodal channels onsite and online including social media, digital and physical signage, student and staff bulletins/newsletters, library website and the staff portal.
- Exploring ways to understand, enhance and improve the user experience using a variety of methods including evidence based decision-making and User Experience (UX). Developing expertise in UX methodologies and user engagement strategies and providing expert advice to others on the team.
- Building and maintaining strong strategic and working relationship with stakeholders and key support departments within RCSI and strong working relationships within the library team. Developing and maintaining relationships with peers in similar roles in other institutions.
- Providing direction and supervision to the team of paraprofessional staff supporting engagement and customer services including but not limited to: proactive delegation of tasks; supervision and review of work processes and workflows; staff training; professional development planning; ensuring alignment of the team with operational; and, strategic goals. Working closely with the Outreach and Information Point Library Assistant to ensure the smooth running of library facilities and events hosted in the library 26 York Street such as Computer Room bookings and pop-up student and staff events at the ExpoStage.
- Providing leadership and day-to-day management in all aspects of library customer services and engagement, compiling usage reports & other analytics demonstrating value for money, documenting workflows and processes, devising instructional materials, monitoring quality and leading on the continuous improvement of processes.
- Actively explore and promote new service developments in relation to customer services, user experience & engagement and foster a culture of innovation and creativity.
- Working in collaboration with the Clinical Librarian and Associate Librarian, Library Services Delivery ensuring a coordinated approach to customer services development and providing the best possible user experience. Areas of coordination include: formulating, developing and implementing service policies; developing and delivering training programmes for the Customer Services team to ensure current and future service needs are met; reviewing and developing circulation services; monitoring and evaluating use of library services and facilities; developing services and spaces in response to usage, user feedback and institutional strategic priorities.



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- Active horizon scanning, monitoring technology trends and evaluating their potential impact in enhancing engagement, customer services, communications and online service provision. Prepare and submit proposals on enhancements, advising on their application within the context of RCSI priorities.



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- Promoting, leading and advocating for continuous improvement, excellence and innovation through change projects.
- Proactively engage in training and development relevant to the role, and promote work through various professional development opportunities.
- Representing the best interest of RCSI at all times including serving on external committees as required. Participating in appropriate internal University and College groups/committees and external committees such as CONUL.
- Performing other duties as required from time to time or set out by the Director of Library Services, or nominee.
- On occasion, the postholder will be required to support Customer Services in RCSI Library, Beaumont Hospital.
- Comply with statutory legislation and rules and requirements in furtherance of your own and general staff welfare and safety.

Qualifications:

- An honours primary degree and postgraduate qualification in Librarianship and Information Studies and at least two years' post qualification experience in a similar or cognate role.

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- An honours primary degree and relevant postgraduate qualification such as customer services, communications & marketing, and at least two years' post qualification experience in a similar or cognate role.

Knowledge & Experience- (Essential):

- Self-motivated & self-directed, with demonstrative strong customer service ethic & commitment, energetic, resilient, adaptable and comfortable working in a demanding and fast-paced environment.
- Extensive staff supervision and project management experience.
- Experience in developing and managing customer services in an academic or health sciences environment.
- Excellent interpersonal, customer services, verbal and written communications skills.
- Ability to work both collaboratively in a team and independently with internal and external parties and diverse constituencies, including other staff, cross-department teams and library users.

- Ability to effectively manage your own and others workloads through setting and maintaining priorities, meeting deadlines, achieving quality standards, planning and prioritising to effectively deliver individual, team service and institutional objectives.
- Broad knowledge of current and emerging developments in the areas of student engagement, user experience, service assessment.

- Demonstrated ability to adapt to changing environments and priorities and evidence of a flexible approach to work.
- Proven commitment to self-motivated continuing professional development including the ability to acquire new skills and apply them effectively.
- Ability to use and interpret data and take an evidenced based approach to service development. Strong analytical and numeracy skills.

Knowledge & Experience (Desirable):

- Library experience highly desirable but evidence of relevant work experience in a comparable environment will be considered.
- Experience in applying user experience design to effect meaningful and valuable service development.
- Depth and breadth of IT Skills relevant to the role including but not limited to library management systems; discovery systems; webpage creation and editing; MS Office; social media tools.
- Knowledge of, and commitment to, current best practices in web usability, user experience and of emerging library technology trends and current IT issues in academic libraries and the higher education sector in Ireland.
- Knowledge and experience of managing a suite of service webpages.
- Interest and aptitude for locating and experimenting with innovative technologies and platforms to enhance services and engagement.
- Evidence of commitment to CPD; membership of LAI or equivalent professional association highly desirable.

Application Process

Please apply online no later than 5pm on the closing date with your CV and Covering Letter Informal Enquiries can be directed to recruitment@rcsi.ie.

This Job Description may be subject to change to reflect the evolving requirements of the Department and RCSI in developing healthcare leaders who make a difference worldwide.

RCSI is proud to be an equal opportunity employer and welcome applications from all suitably qualified persons regardless of their gender, civil status, family status, sexual orientation, religion, age, disability or race.

If you have any particular requirements for your interview, please notify the Human Resources Department at your earliest convenience.

Similar vacancies that arise in the next 6 months may be filled from the pool of applicants that apply for this position.

Employees are required to undertake 6 months service in their current role before applying for other internal opportunities, unless agreed in advance by a senior management representative.