CILIP The library and information association

ROLE DESCRIPTION

Job title	Communities Development Manager (Online Communities)
Team/group	Sector Development /Communities & Partnerships
Summary role description	This role has three main areas of focus: • To collaborate with CILIP colleagues on an online community of practice for CILIP's Public & Mobile Libraries Group. • To apply the lessons learnt from the pilot to create a model, process and plan for introducing online communities as a feature for all of CILIP's Regional Member Networks, Special Interest Groups. • To support CILIP's Communities as we transition over to new digital platforms through the provision of training materials, webinars and communications.
Report to	Communities & Partnerships Manager
Normal place of work	CILIP offices/hybrid or home-based in the UK
Part-time fixed term contract	21 hours per week, 18-month contract
Salary	£21,824 for three days a week (FTE £36,374) The advertised salary reflects the hybrid nature of the role and will be adjusted to £19,150 for an appointment based on a remote working contract.

We expect everyone to meet the core CILIP team values:

A positive, can-do attitude	Curious and enthusiastic about new technology
An organised approach	A creative problem-solver
The ability to work well under own initiative and as part of a larger team	A commitment to the culture and process for individual and team development
Flexibility and the willingness to get involved in a range of activities	A commitment to our mission and purpose, and to delivering excellence for our members
Proactive in monitoring performance and sharing knowledge	A commitment to our values: social justice, intellectual freedom and evidence-based practice

What is this role accountable for delivering?

- To develop, launch, maintain and grow CILIP's communities through the strategic use of online platforms.

- Working with the wider CILIP team and the Communities and Partnerships Team to create guidelines for online communities.

- To pilot online communities for designated CILIP networks, with responsibility for both the technical and people side of developing peer communities.

- To apply the lessons learnt from the pilot to create a model, process and plan for introducing online communities as a feature for all of CILIP's Regional Member Networks, Special Interest Groups, Communities of Practice and Diversity Networks.

- To support CILIP's Communities as CILIP transitions over to new digital platforms.

- To promote online communities as a feature of Regional Member Networks, Special Interest Groups, Communities of Practice and Diversity Networks, working with the wider CILIP team and the Community and Partnerships Team to drive uptake of the online communities by CILIP members.

- To be a proactive team member, supporting a high-performing Communities and Partnerships function for CILIP, including
  - assisting with support requests from our Regional Member Networks, Special Interest Groups, Communities of Practice and Diversity Networks
  - supporting a target-driven approach to membership recruitment and retention in partnership with the CILIP Community (Regional Member Networks, Special Interest Groups, Devolved Nations and Diversity Networks).

PERSON SPECIFICATION

	Essential / Desirable
Work Experience	
Experience in successful stakeholder relationship management	E
Good knowledge of the library and information profession	D
Working with external organisations	E
Experience of training or supporting users in using new platforms	D
Skills/abilities	
Ability to learn new software packages	E
Project management	E
Strong attention to detail but able to see the bigger picture	E
Ability to work effectively under own initiative and as part of a team	E
Highly organised and able to plan, prioritise and deliver.	E
Strong influencing skills	E
Excellent communication and presentation skills.	E
Tactful and diplomatic	E
Ability to build positive relationships with individuals	E
Personal details	
Interested in the library, knowledge and information sector	E
Highly motivated self-starter with a focus on outcomes	E
Personal commitment to promote equality, diversity and inclusion	E
Education/Qualifications	
No specific academic or educational requirements	
Other Circumstances	
The ability to work according to the CILIP Hybrid Working Policy	E

What are the success measures/outcomes for this role?

The success of this role will be assessed through:

Value for members	To ensure that all members and CILIP communities are aware of CILIP's online communities of practice and how to get the best out of them.
	To encourage the posting of valuable content thereby providing valuable content to our members.
	To help ensure a smooth transition to new software platforms for our communities, so that they in turn can continue to deliver for our members.
EDI	To ensure our forums fully reflect CILIP's EDI positioning in terms of content provision, accessibility and language.
Performance & improvement	To provide accurate Member feedback to enhance the development of CILIP's services. In particular, to be aware of topics which are proving to be of keen interest to our members and any customer service issues which CILIP members are reporting

This role has no line management responsibility.

BENEFITS

- Hybrid working
- 25 days' annual leave plus public holidays (pro rata'd for part time staff)
- The option to buy up to 3 days' additional annual leave
- Generous pension scheme (employer contribution 10%, employee contribution 5%) including death in service benefit
- Access to the organisation's Employee Assistance Programme
- Cycle to work scheme
- Contribution to eye tests and flu jabs
- Staff reward scheme