Subject matter experts

Role brief

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<th>Directorate</th>
<th>Customer experience</th>
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<td>Base location</td>
<td>Home-based</td>
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<td>Proposed grade</td>
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<tr>
<td>Date</td>
<td>September 2014</td>
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<td>Reports to</td>
<td>Head of subject matter expertise</td>
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1. Background

These are new roles in the customer services division. The division will offer customers innovative and trusted solutions to their challenges, helping them to harness the power of digital technology. It will strive for a deep and sustained understanding of customers' needs, which drives the delivery of a cohesive customer experience and informs Jisc's priorities both strategic and operational.

All roles within the division will champion the customer; they will seek to forge and sustain lasting relationships and to provide a consistently exceptional service throughout the customer engagement lifecycle. The roles will also ensure that Jisc solutions are easily accessible and that customers and other key stakeholders see Jisc as preferred partners.

The division will provide cohesive and leading edge customer engagement tactics, using robust and supportive digital infrastructure. It will support this activity with excellent PR, modern and effective internal and external communications and the development of a strong and positive overall Jisc identity and brand.

2. Purpose and scope

The prime purpose of these roles will be to understand the range of Jisc products, services and activities which underpin customer support requirements in the context of the particular area of expertise, and to deliver them as a 'solution' via a range of practical interventions such as information briefings, webinars, training, contributing to special interest groups, and other on-site activities as required. They will be the source of expert advice and guidance related to a topic of key importance to Jisc and its customer base, collectively operating to provide solutions to customer’s requirements.

Team members will be expected to champion customer requirements within the development pipeline as well as to plan, organise, and respond to requirements emerging from customer research, sector influences, and government initiatives.

Specifically, the team will be made up of the following:

Accessibility and inclusion experts
To work closely with all customers, and within Jisc, in relation to enhancing knowledge and awareness of the use of technology to support accessibility and inclusion, and to plan and organise input to a range of sector owned networks and communities through effective relationship building with partners to include but not be limited to NATSPEC, AbilityNet, RNIB, and RNID.

Teaching, learning and assessment experts
To work closely with all customers on issues which relate to the use of technology to enhance the delivery of teaching, learning, and assessment practices. The focus will be on understanding curriculum design and delivery, and providing solutions sourcing products and activities from across the group. In particular, these roles will be
expected to engage deeply with colleagues within the Jisc futures directorate, and especially those with a focus on education and the student experience.

**Online learning and the digital student experience experts**
To work closely with all customers on issues which address the requirement to continually flex curriculum management and delivery models to accommodate new and flexible online modes of learning. The roles will retain, at their heart, a focus on enhancing the student experience through new and innovative ways of learning. In particular, these roles will be expected to engage deeply with colleagues within the Jisc futures directorate, and especially those with a focus on education and the student experience.

**Scholarly communications experts**
To work closely with all customers on issues associated with excellence in scholarly communications, to include a focus on open access and repositories. The role will engage with the research community as well organisational librarians to enhance understanding and usage, and ensure pipeline developments are in alignment with customer requirements. The role will understand fully the activities of Jisc in this area, and will embed deeply within the Jisc digital resources directorate to consolidate the offer to customers.

**End user library engagement with digital resources experts**
To work closely with all customers to ensure they are best supported to make full use of digital resources as provided through the Jisc digital resources directorate. The role will understand fully all products and services provided to libraries, and will facilitate a range of activities that drive understanding and uptake, embedding the use of digital resources within and across relevant solutions.

**Network technologies and infrastructure experts**
To work closely with all customers to ensure network infrastructure and systems are sufficiently robust, resilient, and secure to enable the very best utility of the Janet network and related services. Role holders will be expected to work seamlessly with colleagues across the organisation, and in particular colleagues within the Jisc technologies directorate. The main aim of the role is to increase enablement of organisations to access and use technical solutions provided through Jisc, and to ensure other solutions targeting non-technical issues are provided in the context of customer focused technical resilience.

**Strategy and business process in further education and skills experts**
To engage deeply with FE&S customers at the strategic level to enhance understanding and wholesale adoption of technology to support business efficiencies, driving customer access and usage of a wide range of Jisc solutions. This role will highlight sector leading practice in terms organisational approaches to successful embedding and normalising of technology to enhance and deliver the curriculum, and will engage closely with colleagues across the group who specialise in FE&S programmes and projects.

**Research experts**
To work closely with institutions, research councils, and researchers to build competitive advantage across the UK’s research community through expert advice and guidance on associated issues. This role will bring together the wide range of research related activities available from across Jisc to present a series of solutions that address research related agendas. This role will engage with, contribute to, and take leadership from Jisc’s research activities, engaging in particular with Jisc futures’ research space.

**Research data management experts**
To work closely with institutions and researchers to enhance understanding and approaches to the management, selection, retention, and storage of research data. This role with proactively support the practical use of Jisc enabled products and services related to RDM, and will contribute to the development of associated solutions as appropriate. This role will engage with, contribute to, and take leadership from Jisc’s research activities, engaging in particular with Jisc futures’ research space.
Systems tools and information management experts
To work closely across all customers to ensure organisational development is taking advantage of leading edge systems and tools to provide effective and efficient business outcomes. The role will also take a lead in understanding and supporting information management strategies, and will ensure customer focused solutions are cognisant of best practice approaches to system procurement, management, and implementation.

Technology and the law experts
To support the development of all solutions and related products and services to ensure they are presented in a context aware and legal frame. The role will ensure, where customers are deploying technological strategies, that they have full awareness of their legal compliance requirements. The role will also work closely with Jisc’s own corporate governance directorate to support and inform the development, monitoring, and management of intellectual property and data protection.

Technology to support enterprise experts
To work closely with all customers to support and inspire ongoing developments with regard to enterprise systems that support the running of the institution, and also the systems that support the institutional enterprise mission (i.e. working with business, knowledge transfer with the local community, commercialisation of research etc). It is expected that these experts will need to embed deeply within the Jisc futures directorate, and specifically with the work of Jisc’s enterprise agenda.

Subject matter experts will work closely with individuals and teams in each directorate to retain knowledge base so that practical support is provided in the context of relevant service offers from across the group.

3. Key accountabilities and role outputs

- Related to the particular area of expertise, plan, organise and deliver practical support which enables customers across the UK to fully understand and benefit from specific Jisc solutions.
- Champion the customer requirement in the development of new products and services across the group and at all stages of the development pipeline in line with their expertise.
- Retain a high level of practical expertise within stated area through close engagement with relevant service owners and specialists from across the Jisc group, and through personal research and engagement.
- Subject matter experts will be required to organise, plan, and deliver their expertise via a variety of vehicles that support and add value to business development activities, including:
  - fully understanding customer requirements and translating them into comprehensive recommendations that influence and shape Jisc pipeline developments;
  - working as part of a coherent UK-wide team to devise and deliver solutions to sector and customer issues, using the Jisc service and product offer as the basis for solution design
  - delivering workshops and presentations;
  - writing reports and guidance documentation sourcing input from specialist staff from across the Jisc group;
  - working in partnership with key stakeholders and agencies across the UK to support customer demand;
  - working in concert with the Jisc training team to build and deliver training activities which enhance understanding of particular area of expertise, and enable customers to be better prepared to take up and maximise value from a broader range of Jisc solutions;
  - supporting customers in accessing and contributing to Jisc projects, and in contributing to Jisc projects during the project lifecycle;
  - responding to emails and telephone queries related to specific areas of expertise, and organising follow on interventions in order to fully resolve customer queries and support requirements;
  - contributing to Jisc social media channels including the Jisc Blog.
- Be active in understanding the wider national/regional agendas and any role Jisc might play either regionally or nationally (or both).
- Identify areas where a programme of Jisc awareness and events would be of benefit to the customer base on a national/regional basis, and to ensure that these are developed as part of the coordinated activities across the Jisc organisation.
- Report on specific customer metrics related to scope of work, and ensure high levels of customer satisfaction in all areas of work.

### 4. Skills, knowledge and experience

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Qualifications</td>
<td>Degree or equivalent in related field.</td>
<td>Post-graduate qualification.</td>
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<tr>
<td>Experience</td>
<td>5+ years operational experience in particular field of expertise.</td>
<td>Experience of working in higher education, further education, skills or public sector.</td>
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<td>A proven track record of effective customer relationship management.</td>
<td>Experience of working in a multi-site organisation.</td>
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<td>Proven record of growing existing customer accounts and identifying new business opportunities.</td>
<td>Commercial and / or sales experience an advantage.</td>
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<tr>
<td>Knowledge</td>
<td>Ability to evidence detailed knowledge in particular area of expertise and to relate this to Jisc and its’ customer base.</td>
<td>An understanding of Jisc and its customers.</td>
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<td>Able to assimilate information and to disseminate effectively to customers and colleagues.</td>
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<td>Skills</td>
<td>Self-directed, proactive, able to prioritise own work load and work on own initiative with a best practice approach.</td>
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<td>Strong team player prepared to work flexibly across a matrix organisation.</td>
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<td>Able to perform and deliver to the highest standards and able to deliver against agreed targets and key performance indicators.</td>
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<td>Strong interpersonal skills and a strong professional ethic when dealing with customers.</td>
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<td>The ability to negotiate and resolve conflicting</td>
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priorities.

Strong organisational skills and the ability to work to and meet deadlines.

Able to make sound decisions fast and work in a high paced, high pressure environment.

General

High levels of personal motivation.

5. Key contacts

- Jisc customer services leadership team
- Other colleagues within the Jisc customer experience directorate
- Service Managers and senior teams from across Jisc in relation to particular area of expertise
- Jisc partners and collaborators including commercial providers
- Jisc customers
- Suppliers / agencies and other bodies, commercial and non-commercial

IMPORTANT ADDITIONAL INFORMATION

The head of subject matter expertise will discuss all elements of the role brief with the appointee on appointment and after six months, recognising that some elements may need changing.

The above is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.