

**FOI 0778-12 Library and Information Services, Merinne Whitton**  
**Job descriptions**

**Head of Information Intelligence**

Main purpose of job:

To ensure the effective delivery and exploitation of information across the FCO network as a key part of its knowledge and information strategy. To identify priority areas and ensure that these are effectively resourced. Engaging fully with external stakeholders to deliver information services, working pan government and with OGDs to ensure best practice is brought to FCO. To ensure FCO is compliant with digital and paper copyright licenses and best value is obtained for procurement of paper and electronic information across the FCO.

Duties and responsibilities:

To embed and improve knowledge and information capability across the Office, through benchmarking, disseminating and encouraging best practice, and building strong relationships and networks, including IMOs to support this. 30%

Assures provision of external information to FCO, liaising with FCO business units / posts to identify business requirements and ensuring engagement with key stakeholders including BBC Monitoring and commercial suppliers to develop and exploit external information. Manages a programme of continuous service improvement including benchmarking to ensure new ways of working, new products and ability to deliver future capabilities; responsibility for financial planning, budget management accountability and reporting for eLibrary and information services. 35%

Supports Head of Knowledge and Information Management in relation to partnership opportunities and co-operation with OGDs, partner libraries and commercial providers to achieve cost effective information services to FCO. Strategic oversight of the intelligent client function for self-service publication purchasing framework; Represents the FCO at UK government and other information bodies. Substitutes for the Head of Knowledge and Information Management and at meetings when required. 25%

Builds and co-ordinates an effective and motivated team to deliver an efficient information service capability by managing and developing staff resource to ensure team delivers its objectives and achieves its full potential. 10%

## **Information Resources Manager (part time job share)**

### Main purpose of job:

To manage the supply of trusted information to support FCO international policy makers and to ensure information standards and good web information architecture underlies this. To manage the day to day relationship with key stakeholders to ensure their services are developed and their information is exploited effectively within the FCO.

### Duties and responsibilities:

Manage the relationship with the Permanent Committee of Geographical Names (PCGN), to ensure their services and guidance is best exploited. To engage with FCO staff and OGDs on country naming issues. 25%

Manage the BBC Monitoring service ensuring that they meet the needs of FCO customers across the network, co-ordinating FCO responses to consultation exercises, representing the FCO at stakeholder and government-wide meetings, and ensuring the benefits of these resources are fully realised. 25%

Working with the FCO's cartographer, to review maps provided online to ensure that the digital content available to FCO staff is kept up to date. Manage the day-to-day procurement and contract processes for delivery of electronic and hard copy maps. 25%

Working with customers and stakeholders, including suppliers and OGDs to deliver new products and services, deciding on suitability for end user access and measuring their usage. To approve new web content to ensure consistency and adherence to good practice. 15%

Supports Head of Section with business planning to ensure delivery of products and services. 10%

## **Information Resources Manager (part time job share)**

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### Duties and responsibilities:

Act as the Intelligent Client for the delivery of the FCO's news information, including press cuttings, ensuring that it meets the needs of FCO customers across the network; co-ordinating FCO responses to consultation exercises, representing the FCO at stakeholder and government-wide meetings, and ensuring the benefits of this information are fully realised. Manage the pan-Government delivery of press cuttings and other news information, where appropriate; ensuring that the FCO is included in pan-Government framework agreements to ensure best deals are achieved with information suppliers. 50%

Work with customers and stakeholders, including suppliers and other government departments, to deliver new products such as social media and information dashboards, deciding on suitability for end user access and measuring their usage. 20%

Develop and implement policy and guidance for users of new and existing KIM products, including licensing restrictions. Ensure consistency and adherence to good practice for all guidance on FCONet and SharePoint sites. 10%

Manage and develop staff resource to ensure that the team delivers its objectives and achieves its full potential; to contribute to the section's business planning activities to ensure its priorities are delivered. 10%

Supports Head of Section with business planning to ensure delivery of products and team objectives. 10%

## **Information Resources Manager**

### Main purpose of job:

To help the business to exploit and manage external information effectively, identifying, analysing, trialling, implementing and keeping under review electronic information tools and products.

### Duties and responsibilities:

Responsibility for information architecture behind eLibrary including lead role in developing an eLibrary for the future, investigating and implementing new platforms and delivery tools as necessary. Responsibility for the British Library Direct+ search engine and PDF delivery of journal articles, liaising with key stakeholders including the British Library and the London IT Help Desk as required to ensure continued service. Account Manager role for open source databases.

Owner/Power User role as required for KIM-related SharePoint sites. 35%

Act as the intelligent client for the delivery of external information resources, liaising with the business and suppliers to ensure FCO requirements are met. Manage the procurement of these resources and the processes related to this including monthly budget monitoring for KIM budgets and planning and carrying out reviews to ensure cost effective processes and contracts are in place. Liaise with UKPC and Central Procurement to ensure information issues are dealt with and new products, such as the online bookshop, are incorporated into FCO processes and guidance. 35%

Maintain relationships with FCO suppliers externally and Information Technology Engagement Department internally to keep up to date with new tools and products and liaise with the Information Resources Specialist, ITED, FCO Services, suppliers and other key stakeholders to deliver information using these as appropriate. Actively promote resources and publish user guidance to best exploit information tools and resources within the FCO and embed them into new ways of working. 20%

Manage and develop staff resource to ensure the team delivers its objectives and achieves its full potential; contribute to the section's business planning activities to ensure its priorities are delivered within budget. 10%

### **B3 Information Resources Specialist**

Main purpose of job:

To help the business to exploit and manage external information effectively by implementing, monitoring, reviewing, promoting and providing expert advice on information resources to meet FCO needs.

Duties and responsibilities:

To support the programme of change for information management and ensure good practice is incorporated into effective ways of working. Liaise with FCO staff to promote information resources and assess and measure their benefits and cost. Liaise with the I&TD Training team and OGDs as appropriate, to provide content for training courses, and actively promote resources and publish user guidance to best exploit information sources within the FCO. 40%

To keep up to date with developments in both print and electronic sources and delivery methods. Review, maintain and develop online content to meet customer requirements, acting as designated point of expertise. To manage logins related to specific resources and to monitor and analyse metrics detailing use of electronic resources in order to provide regular usage reports to inform procurement decisions. 40%

Work with external suppliers to deliver new tools and products and ensure these meet FCO needs. Work with Information Resources Manager on procurement of products and associated work, including budget monitoring. 15%

Staff management and development. 5%

## **KIM Liaison Officer**

### Main purpose of job:

To assume primary responsibility for the FCO Briefing Maps series. To lead on publishing of information management guidance and to support other KIM related communication activities. To liaise and communicate with departments and posts in relation to the Information Management Officer network activities.

### Duties and responsibilities:

Oversight of the FCO Briefing Map Series and other online maps, working with FCO departments, Research Analysts, and external stakeholders such as MOD, PCGN and the FCO's cartographer, to ensure they are kept up to date and promoted across the Office. Providing reports as required. Support from procurement and contract processes for delivery of maps. 25%

Lead on publication of knowledge and information management information on FCONet and IMD Sharepoint site. Managing the relevant KIM /IMD/IM home pages on FCONet, including liaising with IMD publishers to ensure pages are up to date and information is easily accessible in order to mitigate information risk. Support the IMD Comms Working Group as required. 25%

To support News Information Resources Manager to deliver new products, including liaison with customers, suppliers and stakeholders. 15%

Contact point for the IMO network, co-ordinating communications to the network. Liaising with IMD teams to answer enquiries from IMOs. 10%

To support Information Resources Manager in managing the relationship with the Permanent Committee on Geographical Names and engaging with FCO staff. 10%

To support Information Resources Manager to ensure that the BBC Monitoring service meets the needs of FCO staff. 10%

Responsibility for organising "Information Matters" talks and "Pass the Baton Award". Provides support to the Head of KIM and Head of Information Intelligence as required. 5%

## **Information Intelligence Assistant**

### Main purpose of job:

To support a small team of Information Specialists in providing trusted information to support FCO international policy makers and to ensure information is exploited effectively within the FCO. In particular, to assist and support the team in delivering the FCO's portfolio of electronic resources and developing the eLibrary as a platform for these resources. To act as an Information Support Officer within I&TD.

### Duties and responsibilities:

Maintenance of the eLibrary. Maintain and edit the existing pages, integrate content into the FCONet platform, reflecting internal accessibility and design standards. Technical support for existing eLibrary resources as well as for trials of new electronic published information products, working with IT technical specialists as necessary to ensure the effective operation of the eLibrary and its resources. Collate eLibrary and information resource statistics to provide information required for the measurement of eLibrary benefits. Coordinate regular reports to support policy on content management. Assisting the KIM Liaison Officer with training and production of user guides for the effective exploitation of electronic resources in the FCO. Catalogue e-resources content on eLibrary. 40%

Supporting KIM Liaison Officer in reviewing briefing maps. Handling day to day map enquiries. Handling procurement and purchasing processes for maps. 30%

Act as a Super User in order to manage resource accounts and passwords for FCO staff, liaising with customers on a day to day basis. Procurement of information resources and maintenance of annual subscriptions, including requisitioning and contributing to monthly budget monitoring, liaising with UKPC and RMUs as and when required. Ensure customer lists, logins and IP addresses are up to date and current to support license requirements and access, liaising with the business and suppliers as required. 20%

Undertake the full range of activities as determined in the Information Support Officer role described on FCONet, co-ordinating with the team's Information Management Officer or Departmental Security Co-ordinator as required, provide support working across I&TD. 10%

## **Information Intelligence Assistant**

### Main purpose of job:

To support a small team of Information Specialists in providing trusted information to support FCO international policy makers and to ensure information is exploited effectively within the FCO. To support the team in delivering the FCO's portfolio of electronic resources and developing the eLibrary as a platform for these resources.

### Duties and responsibilities:

Responsibility for handling customer enquiries relating to electronic press cuttings and other information resources. Regular liaison with customers and stakeholders including from the wider Office and with external information resource suppliers to ensure material is delivered to agreed timelines. Act as a Super User in order to manage resource accounts and passwords for FCO staff, liaising with customers on a day to day basis. Provide support to customers for access problems and signups, liaising with IT technical specialists and suppliers as required to resolve more complex situations. 35%

Contribute to the design, maintenance and planning for eLibrary and embedded electronic resources. Responsibility for publishing web content for a number of high level centrally managed team sites. Support for delivery and maintenance of collaborative working tools including Power User role for SharePoint sites. Design of newsletters and other promotional tools to encourage best use of information resources across the Office. 35%

Measurement and realisation of KIM Project benefits: Contribute to ad hoc customer awareness sessions on collaboration, eLibrary and online information resources. Collate eLibrary and information resource statistics to provide information required for the measurement of eLibrary benefits. Coordinate regular reports to support policy on content management. Coordinate surveys to measure usage and benefits of eLibrary and other information resources on an ad hoc basis. 15%

Procurement of information resources and maintenance of annual subscriptions, including requisitioning and contributing to monthly budget monitoring, liaising with UKPC and RMUs as and when required. Ensure customer lists, logins and IP addresses are up to date and current to support license requirements and access, liaising with the business and suppliers as required. 15%