

## Librarian

### Skills Framework for the Information Age (SFIA) Alignment

Category and Sub-Category	Level and Code	Level Descriptions
Relationships and Engagement Customer Service Support	Level 5 CSMG	<b>CUSTOMER SERVICE SUPPORT (CSMG)</b> - Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels. Specifies, agrees and applies standards. Ensures that tracking and monitoring of performance of service delivery through all channels (human, digital, self-service, automated) is carried out, metrics and reports are analysed, and issues are resolved. Drafts and maintains policy, standards and procedures for the customer service or service desk functions. Ensures that the catalogue of requestable and supported services is complete and current.
Relationships and Engagement Relationship Management	Level 5 RLMT	<b>RELATIONSHIP MANAGEMENT (RLMT)</b> - Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. Facilitates business decision-making processes. Captures and disseminates technical and business information.
Strategy and Architecture Research	Level 3 RSCH	<b>RESEARCH (RSCH)</b> - Within given research goals, builds on and refines appropriate outline ideas for research, including evaluation, development, demonstration and implementation. Applies standard methods to collect and analyse quantitative and qualitative data. Creates research reports to communicate research methodology and findings and conclusions. Contributes sections of material of publication quality. Uses available resources to update knowledge of any relevant field and curates a personal collection of relevant material. Participates in research communities.
Skills and Quality Learning Design and Development	Level 3 TMCR	<b>LEARNING DESIGN AND DEVELOPMENT (TMCR)</b> - Delivers learning activities to a variety of audiences. Teaches, instructs, trains students/learners in order to develop knowledge, techniques and skills using appropriate methods, tools, online environments, equipment and materials. Oversees students/learners in performing practical activities and work, advising and assisting where necessary. Provides detailed instruction where necessary and responds to questions, seeking advice in exceptional conditions beyond own experience. Assists with the development of examples and case study material for use within pre-defined learning material.
Skills and Quality Learning Delivery	Level 3 ETDL	<b>LEARNING DELIVERY (ETDL)</b> - Designs, creates, develops, customises and maintains learning materials and resources to deliver agreed outcomes, and meet accreditation requirements if appropriate. Contributes to the design, configuration and testing of learning environments, including creation of simulated data, and replication of external systems, interfaces and assessment systems.

<b>Relationships and Engagement</b> Supplier Management	Level 4 SUPP	<b>SUPPLIER MANAGEMENT (SUPP)</b> - Collects supplier performance data and investigates problems. Monitors and reports on supplier performance, customer satisfaction, and market intelligence. Validates that suppliers' performance is in accordance with contract terms. Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance. Implements supplier management-related service improvement initiatives and programmes.
<b>Relationships and Engagement</b> Contract Management	Level 4 ITCM	<b>CONTRACT MANAGEMENT (ITCM)</b> - Sources and collects contract performance data (such as pricing and supply chain costs), and monitors performance against KPIs. Identifies and reports under-performance and develops opportunities for improvement. Monitors compliance with Terms and Conditions and take appropriate steps to address non-compliance. Pro-actively manages risk and reward mechanisms in the contract. Monitors progress against business objectives specified in the business case. Identifies where change is required, and plans for variations. In consultation with stakeholders, ensures that change management protocols are implemented.