

Information and Research Coordinator

Reports to: Information and Research Lead

Works with (amongst others): Systems and Data Lead, Communications Team, Technical Team

Based: London

Duration: 12m fixed term contract

Job Purpose: To be the first point of contact within the Information Management team and play a key role in providing information and research services to the organisation.

Background

This role provides an opportunity for an individual to develop their career in Information Management in a supportive and stimulating environment. Working with the Information and Research Lead, you will provide information and research services to the organisation. There will be a particular emphasis on providing proactive customer service and in helping staff to help themselves.

Key tasks & responsibilities:

Research and current awareness

- Provide a research service to the organisation including answering queries from technical and operations staff in areas such as news and journal articles, company and financial information, literature searches and statistics.
- Compile regular current awareness updates including a daily summary of press coverage and a monthly digest of financial reporting activities.
- Help to promote engagement with research and information services and resources.
- Support staff to “self-serve” by providing new joiner training (usually 1:1/small group) and ad hoc advice and guidance as required.

Consultation support

- Manage the process of receiving responses to standard-setting consultations which will include both processing the responses and training/supporting colleagues who provide additional capacity at peak times.
- Additional administrative responsibilities required to support the smooth running of the current consultation database, which is due for upgrade.

Systems and administration

- Oversee the new joiners and leavers process in relation to research and information resources.
- Create, update and maintain SharePoint content as required.
- Support with the procurement of research and information resources.
- Support with ad hoc systems administration tasks.
- Maintain a hard copy library and archive, and process acquisitions.
- Support the Information and Research Lead and Systems & Data Lead on project work as required.

Skills and attributes required

- Positive and proactive attitude with the ability to provide excellent customer service.

- Willingness to learn new skills, systems and processes as required by the role.
- High level of attention to detail.
- Excellent written and verbal communication skills.
- Good analytical and numerical skills.
- Ability to multitask, manage and prioritise own workload and work to deadlines.
- Ability to work collaboratively as part of a team as well as independently, forming positive working relationships with staff at all levels.
- Commitment to the objectives and processes of the IASB and to the ideals of standard-setting in the public interest.

Qualifications and experience

Essential

- Educated to degree level, or equivalent relevant work experience.
- Previous experience of working in an information, research, knowledge or library role and/or a demonstrable interest in pursuing a career in this area.
- Experience using Microsoft Office applications such as Outlook, Word, Excel, PowerPoint and Teams.
- Experience of working as part of a team and managing a varied workload.
- Experience of searching for and retrieving information using online databases/search engines and presenting the results in a user-friendly format.

Desirable

- Qualified in information or library management, market research or similar disciplines.
- Familiarity with business information databases such as Ebsco, Nexis, Newsdesk, AlphaSense, and Capital IQ.
- Experience of delivering training.
- An understanding of the key principles of the UK General Data Protection Regulation (GDPR).
- Familiarity with CRM systems, particularly Salesforce, and custom database environments.
- Familiarity with SharePoint.