



The Canadian Research Knowledge Network (CRKN) is a partnership of Canadian universities, dedicated to expanding digital content for the academic research enterprise in Canada. Through the coordinated leadership of librarians, researchers, and administrators, CRKN undertakes large-scale content acquisition and licensing initiatives in order to build knowledge infrastructure and research capacity in Canada's universities. University libraries are the drivers of CRKN's initiatives, and play a primary role in leveraging expertise and resources for the benefit of Canada's scholarly research community.

Governed by a national Board of Directors, CRKN ensures that Canadian universities and the researchers they serve have access to the best scholarly content from major international and domestic publishers, in order to pioneer innovative and internationally-competitive research. CRKN currently manages approximately 50 national license agreements valued at over \$100 million annually, and continues to negotiate agreements with additional content providers based on the research priorities of CRKN member universities. In Canada, CRKN is one of the largest and most impressive examples of universities collaborating to share vitally important research infrastructure. As such, CRKN is widely recognized at home and abroad for its transformational role in building Canada's research infrastructure, and is held up as a model for emulation.

## **MANAGER, CONTENT PROGRAMS (Contract)**

### **Summary**

CRKN is seeking a highly motivated, dynamic and skilled individual to advance the content program management function of the organization for a one-year contract term, subject to renewal. Reporting to the Executive Director, the Manager, Content Programs is responsible for the oversight of CRKN's primary program of licensing electronic content. This requires assessing and mediating the needs of the community and marketplace; actively coordinating content development and expansion projects; leading and managing the procurement process; and participating in negotiations for the execution of contracts.

The Manager, Content Programs is an integral member of a small management team and plays a key role in the development and implementation of CRKN staffing, communications, branding, negotiations, and funding plans. He/She participates actively within CRKN committees and provides policy-level analysis and recommendations to the Executive Director, Board and other committees as appropriate. The Manager will also make presentations at Board, committee and members meetings, and represents CRKN at external conferences as required. This position is based in Ottawa, Ontario.

## Duties and Responsibilities

- Contribute to the overall strategic direction and the development of the Strategic Plan.
- Participate in the establishment and implementation of the organizational short and long-range goals, objectives, policies operating procedures and budget, translating the organization's strategic objectives into operational goals and plans.
- Guide and monitor expansion of CRKN's core business of electronic content acquisition and licensing by building and maintaining active relationships with member institutions, content suppliers and publishers, and ensuring in-depth knowledge of the materials available, to make recommendations for purchases and to manage new initiatives.
- Actively participate in the negotiations process from initial needs analysis, sourcing strategies, contract negotiations, on-going contracts management and post-sales support.
- Communicate with CRKN members and stakeholders on product selection process and program delivery timelines.
- Perform supplier management measuring and monitoring; maintain intelligence and market analysis regarding product and service development opportunities.
- Mediate the needs of the community and marketplace and address emerging trends and needs with additional value added programs for the membership.
- Supervise the Membership Services Officers; oversee the quality and effectiveness of the deliverables; support career development through engaging and challenging work projects, formative experiences and high value monitoring activities. Work closely with the team to leverage the knowledge in delivering high value programs and initiatives for member institutions.
- Manage concurrent projects in a fast paced environment.

## Education, Experience and Skills

The ideal candidate will possess the following qualifications of education, experience and skills:

- A post-secondary degree relevant to business management or library and information science.
- Minimum of five (5) years of relevant professional experience is preferred, coupled with knowledge and experience in project management, program planning and implementation.
- Superior financial skills including demonstrated proficiency with Microsoft Excel.
- Demonstrated strong analytical skills; especially ability to analyze data and synthesize recommendations.
- Superior customer relationship management skills. Ability to maintain effective working relationships across multiple and diverse organizations, and across levels within organizations from specialist to executive level.
- Ability to influence change and build consensus across a non-hierarchical environment.
- Proven ability to adapt to changing environments and multiple deadlines, and to work well under pressure with discretion, tact and good judgment.
- Superior writing and presentation skills.

- High level of initiative. Demonstrated ability to recognize and anticipate work requirements.
- Demonstrated collaborative work style.
- Strong interest in the higher education sector and libraries, and an understanding of the trends, issues and challenges facing academic libraries in the provision of digital content.
- Bilingualism; proficient in English and French, written and spoken will be considered a strong asset.
- Willingness and ability to travel across Canada and internationally as required.

*Expected appointment date:* mid-June, 2012, depending on chosen candidate's availability.

***Application process:***

Please send letter of application and resume before the **submission deadline of May 27, 2012** to:

**Canadian Research Knowledge Network**

301-11 Holland Avenue

Ottawa, ON K1Y 4S1

**Attention: Deb deBruijn, CRKN Executive Director**

Email: [hr@crkn.ca](mailto:hr@crkn.ca)

(quoting "Manager, Content Programs" in the subject line)