Community Liaison Officer (EMS)
Secondment opportunity

JOB DETAILS

Job Title: Community Liaison Officer (EMS) (Secondment for an ME or AME)

Reports to (title): Chris Champion, Head of People Services

Specification: Approximately 3 days per week for 1 year. (Exact specification to be agreed with the individual and their institution).

Date: February 2020

PURPOSE OF THE JOB

This is an exciting opportunity for an experienced Cochrane Review Group Managing Editor or Assistant Managing Editor to be involved in implementing Cochrane’s new Editorial Management System (EMS).

The main focus of this role is to be the key intermediary between the EMS project team and users of the system, especially Managing Editors, to ensure that they are involved, consulted, informed and trained as appropriate to ensure a smooth implementation of the new system.

The role of the Community Liaison Officer is to ensure that the transition to a new EMS is understood by our community; that users are prepared to adopt the new ways of working; and to provide feedback, advice and support on any required adjustments to processes, working practices, systems and support structures across the organization in order to achieve the benefits of changing system.

PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS

PRINCIPAL ACCOUNTABILITIES

- Ensure that Managing Editors are sufficiently prepared for the impact of the new ways of working
- Ensure that there is sufficient support in place for these new ways of working, including the development of in-house supporting documentation and training
- To support colleagues as the transition to the new system takes place with effective communications and understanding of how the new system will affect and integrate into daily workflows and plans
- Support colleagues to adopt the system to ensure complete transition

**KEY RESULT AREAS**

**ME Engagement**
- Identify areas of work in the programme that require ME involvement
- Lead the identification of appropriate MEs to be involved as required
- In particular, work with chosen pilot Groups to support them throughout the pilot stages

**ME Communications**
- Promote the vision for the project and maintain a list of benefits that clearly links the change to tangible improvements in the editorial process
- Ensure that MEs feel well informed by communicating regularly regarding the programme of work through a weekly bulletin
- Ensure that the communication mechanisms are effective by regular (light touch) evaluation of communication
- For key milestones in the programme, or for key announcements, ensure that communications are well designed and use appropriate formats.
- Where appropriate, collaborate with the Internal Communications colleagues within the Knowledge Translation Department on communications that need to go out to the broader community.
- Ensure a clear communication channel exists between the Project and Support teams and ME Exec.

**Change Management**
- Undertake an impact analysis for the change, so that we understand how this is going to affect the ME role and develop plans accordingly to support MEs.
- Undertake training needs analysis for MEs (specific to the changes this project generates) and develop an associated plan of action in collaboration with People Services
- Work with MEs to understand concerns and reassure them
- Routinely communicate the benefits to MEs to motivate people to embrace the change, including celebrating success and early adoption
- Work directly with Groups where there is unwillingness to change or serious concern about the system

**Project Management**
- Provide project management as required in the project, e.g. project managing the Group involvement in pilots
- Report to the Programme Manager regularly on the community’s understanding, experience and readiness for the change and any wider feedback or observations.

**Project work**
Job description

- Undertake project work as appropriate, especially where a Group staff perspective is useful, to ensure that deadlines are met and work is undertaken to a high standard, such work may be analysis, report writing or other similar tasks.
- As the programme of work develops there will be a need for this role to work with other community members in addition to MEs, e.g. Co-Eds, Editors and others involved in the editorial process.

General
- Undertake any other duties that may be considered appropriate in line with the role.

PERSON SPECIFICATION

Essential:
- Current or recent experience of being a Managing Editor in a Cochrane Review Group
- Ability to clearly articulate project implementation plans to a variety of audiences through a variety of channels.
- Excellent listening skills
- Ability to establish and maintain strong relationships with colleagues and peers.
- Forward looking with a holistic approach
- Problem solving and root cause identification skills
- Able to work effectively at all levels in an organization
- Must be a team player and able to work collaboratively with others
- Familiarity with project management approaches, tools and phase of the project lifecycles
- Ability to motivate people to change.
- Experience in delivering training and support
- Self-motivated and results-oriented, with excellent organization and time management skills, including the ability to work to deadlines under limited supervision.
- Proven ability to manage multiple projects and work assignments.
- Willingness to travel to deliver face to face training to editorial bases as required.
- Willingness to commit to Cochrane’s mission and values.

Preferred:
- Understanding of how people go through change and the change process
- Experience and knowledge of change management principles, methodologies and tools (training will be provided if not)
- Experience in working collaboratively within complex organizations, including diverse and geographically dispersed staff, collaborator and stakeholder groups and being part of a remote team.
- Experience working with teams in a not-for profit or low resource setting.

KEY INTERFACES

CET: EMP Programme Team; EMP Programme Manager; IT Services; Publishing and Research Department; People Services (especially ME Support Team).
Community: Managing Editors and other CRG staff members.
### Dimensions

- Budgetary responsibility: N/A
- Number of direct and indirect reports: N/A