

## Call for Applications for Staff Exchange in the Area of Service Provision

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### The general purpose of Rltrain staff exchanges

The purpose of Rltrain staff exchanges is for **managerial staff from European Research Infrastructures** to develop managerial and leadership expertise in areas that are new to them, or that they feel their research infrastructure needs to develop specific expertise in, by making **short knowledge-exchange visits** to research infrastructures that are noted for their excellence in the same area.

### The topic of the staff exchange

The topic of the staff exchange that is offered in this call is “**Service Provision**”. The participants will have the opportunity to meet with members of a number of service teams across EMBL-EBI and from one of EMBLs other sites.

### Date of staff exchange

2 May – 5 May 2017

### Objectives of the staff exchange:

- The objective is to help participants – and by extension their research infrastructures – to overcome bottlenecks in service provision.
- Share best practice - especially in areas common to all research infrastructures. We expect topics such as data management planning, data quality, handling sensitive data, service level agreements, engagement with users and how to showcase your research infrastructure to best advantage to feature in the list of participants needs.
- Learn from the experience of a panel of experts from a mature research infrastructure (including their varied experience in other research infrastructures prior to joining EMBL).
- Facilitate an open and collaborative forum for discussion between senior managers of research infrastructures and topic-specific experts.
- Assist research infrastructures to capitalise on the commonalities between different types of service.
- Promote communication and future collaboration between research infrastructures in areas of synergy identified at this event.

## Summary of the staff exchange

EMBL-EBI maintains the world's most comprehensive range of freely available and up-to-date molecular databases. Developed in collaboration with our colleagues worldwide, our databases and tools help scientists share data efficiently, perform complex queries and analyse the results in different ways. Our work supports millions of researchers, who are wet-lab and computational biologists working in all areas of the life sciences, from biomedicine to biodiversity and agri-food research. EMBL-EBI has built its services on the following principles of service provision: Open, Compatible, Comprehensive, Portable and High Quality.

The staff exchange will include experts from EMBL-EBI as well as one of the other EMBL sites (to provide additional expertise on services needing physical access).

### Expert Personnel involved:

- Member of Web Development Team (User Experience Design)
- Member(s) of the service teams
- Member of the Samples, Phenotypes and Ontologies team (Parkinson Team Member)
- Niklas Blomberg, Head of ELIXIR Hub
- Rolf Apweiler, Director EMBL-EBI
- Steven Newhouse, Head of Technical Services
- Cath Brooksbank, Head of Training

Additional expert personnel (from within EMBL) will be selected based on the specific needs of the participants.

## Preliminary programme of the staff exchange

### Day 1 (PM only)

- Introduction to services provided by EMBL-EBI (Cath Brooksbank, Steven Newhouse)
- Introduction from all participants
- Introducing the experts
- Group discussion, including expectations for the staff exchange
- Niklas Blomberg and Rolf Apweiler - "What do I know now that I wish I'd known when I started?" Short talk & informal discussion.

### Day 2

- Interactive session on identifying key bottlenecks in service provision
- Strategies to address common problems in service provision
- Crafting your mission and service definitions
- One-to-one session with an expert

### Day 3

- Project work - addressing a specific challenge to work on during the staff exchange
- Group discussion
- One-to-one session with an expert(s)
- Visiting a service group (selected based on overlapping problem set with the participant)

### Day 4 (AM only)

- Final presentations from participants including an action plan for going forward
- Feedback session

## Benefits

EMBL-EBI is an established research infrastructure with 20+ years of experience in service provision, which places us in a unique position to call on a large staff base (approx. 580 at EMBL-EBI & approx. 1600 across all EMBL sites) to tailor the programme of the staff exchange to the needs of participants. We anticipate the following benefits for participants from the EMBL staff exchange:

- Gain a different perspective on their situation provided by a panel of experts and peers.
- Formulate a strategy to address the specific challenges of their research infrastructure is facing with the help of a panel of experts.
- Gain insight into the working practice of an established and successful research infrastructure
- Come away from the staff exchange with a plan that participants can further develop and implement.
- Participate in an open forum to discuss challenges in service provision.
- Build a network of professionals facing similar challenges.

## Hosting institution

EMBL-European Bioinformatics Institute, Wellcome Genome Campus, Hinxton, Cambridgeshire, CB10 1SD, UK

Questions can be directed to Vera Matser: [matser@ebi.ac.uk](mailto:matser@ebi.ac.uk)

## Other important information

Participants are requested to cover their own travel and accommodation costs.

The applications will be evaluated based on the following criteria:

- Participants who have well defined areas or tasks that they want to work on during the staff exchange.
- Participants needs match the expertise on offer within EMBL-EBI

- Potential impact of the staff exchange on the development of a research infrastructure, which an applicant is affiliated to.
- Clarity of motivation of the applicant to participate in a staff exchange
- Position of an applicant within a research infrastructure

A maximum of five participants will be selected from different research infrastructures

### Deadline for applications:

26<sup>th</sup> February 2017

Applicants are requested to submit a motivation statement and a CV as part of their application.

Applications are to be submitted using the following SurveyMonkey form:

<https://www.surveymonkey.co.uk/r/EMBL-EBIstaffexchange>

Only applications submitted via an on-line application form will be considered.

If you wish to register your interest or have any questions, please contact Vera Matser ([matser@ebi.ac.uk](mailto:matser@ebi.ac.uk)).