### POSITION DESCRIPTION

**Student and Scholarly Services**  
**Chief Operating Officer Portfolio**

**Liaison Support Librarian (Business and Economics)**

<table>
<thead>
<tr>
<th>POSITION NUMBER</th>
<th>0053919</th>
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<tbody>
<tr>
<td>PROFESSIONAL CLASSIFICATION</td>
<td>UOM 5 - $75,011 - $86,158 per annum (pro rata for part-time)</td>
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<tr>
<td>STANDARD/SALARY</td>
<td></td>
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<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 17%</td>
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<tr>
<td>WORKING HOURS</td>
<td>(0.6 FTE)</td>
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<tr>
<td>BASIS OF EMPLOYMENT</td>
<td>Continuing</td>
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<tr>
<td>HOW TO APPLY</td>
<td>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.</td>
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</tbody>
</table>
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| FOR ENQUIRIES ONLY | Tel +61 3 8344 9857  
| | Mob 0426 230 084  
| | Email blyons@unimelb.edu.au  
| | *Please do not send your application to this contact* |

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For information about working for the University of Melbourne, visit our website: [about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)
THE UNIVERSITY OF MELBOURNE
Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO
The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for the University’s budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Digital and Data
- Finance
- Legal and Risk
- Operational Performance Group
- Property
- Research, Innovation and Commercialisation
- Student and Scholarly Services
STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

SCHOLARLY SERVICES

Scholarly Services comprises two programs: Research and Collections and Teaching and Learning Innovation, reporting to the position of Director, Scholarly Services and University Librarian. These portfolios support the scholarly life of the University.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University’s People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence.

ABOUT THE ROLE

Position Purpose:
The Liaison Support Librarian works within teams of discipline-based information professionals delivering services to support integrated information services, scholarly and digital capabilities programs, research support, collection management and faculty liaison in the Library Learning & Engagement program. Liaison Support Librarians have two principle areas of responsibility: to support Liaison Librarians to deliver learning and teaching services for academics and students, and to provide advanced frontline client services. They also support research programs to the University research community.
Reporting line: * Faculty Librarian, Business and Economics
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: 0

**Key Dimensions and Responsibilities:**
Task level: Moderate
Organisational knowledge: Moderate
Judgement: Moderate
Operational context: *Scholarly Services

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.
Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

**Core Accountabilities:**

- Work with Liaison Librarians, primarily in the Business and Economics Library team, to support academic staff and researchers by providing professional support for learning, teaching and research
- Deliver library information services and referred inquiries
- Support the development, delivery and evaluation of scholarly and digital capabilities and research support programs to students and researchers. These programs enable key audiences to develop effective skills for the discovery, evaluation, use and creation of information
- Contribute to the innovative development and creation of online content on the web, learning management system and online communities, including online resources for learning and teaching and research support
- Participate in the provision of integrated information services such as Library Chat, information service points, research consultations, reference management support
- Participate in collection development and collection management including assisting with collection tasks such as processing returned materials, shelving and collection maintenance activities as required
- Support front line staff by mentoring and coaching staff to develop their skills in information service provision
- Contribute to library wide programs including scholarly literacy and student-centred events such as Orientation activities, Australia Award programs and Open day
- Actively contribute to establishing and maintaining a positive workplace and a clean, safe, well ordered and welcoming library environment.

Selection Criteria:
Education/Qualifications
The appointee will have:
1. Relevant tertiary qualifications and/or equivalent combination of relevant experience and education/training
2. Eligibility for associate membership of the Australian Library and Information Association (ALIA) or progress towards this qualification

Knowledge and skills:
1. Demonstrate COO values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace
2. A strong service ethic and service experience with an ability to respond professionally and sensitively to people from a range of backgrounds and to manage demands at peak periods
3. Demonstrated ability to work effectively in a team
4. Demonstrated capacity to continuously improve services and processes
5. Strong communication skills (verbal and written, including report writing)
6. Ability to creatively use a range of social media and multimedia technologies, for example creating web pages, blogs, wikis or multimedia web based communications.
7. Demonstrated commitment to personal learning and professional development
8. Comfortable with a performance-based culture, and ability to self-reflect and set goals

Desirable:
9. Relevant experience in libraries, particularly academic libraries
10. Knowledge and/or experience relevant to the Business and Economics discipline
11. Knowledge and/or experience relevant to teaching and learning such as pedagogy, learning design, assessment, online and blended delivery
**Other job-related information:**
Occasional work out of ordinary hours may be required.

**Special Requirements:**
Employment in this position is conditional upon receipt and maintenance of a Working with Children Check.