Agreements Officer

POSITION NUMBER 0036358

PROFESSIONAL CLASSIFICATION UOM 5 - $79,961 - $91,844 per annum (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Continuing

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, 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.

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Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

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 six sub-portfolios:
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.

Collection Access and Development supports Scholarly Services through the procurement, management, supply and maintenance of the Scholarly Services collections as required for the University’s teaching, learning, research and engagement objectives.

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 Advancing Melbourne strategy that addresses 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 and reach the targets of Advancing Melbourne.
Position Purpose:
The Agreements Officer is a member of the Agreements team in Collection Access and Development, and assists with the acquisition and access management of e-Resources to ensure timely content delivery to Library users.

The Agreements Officer is the first point of contact for reported access issues from Library staff, academics and students, and liaises with other Library staff and external vendors for resolutions.

This position also undertakes a variety of projects, events and general duties to support Library services.

Reporting line: Team Leader, Agreements
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: *

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:

• Perform a range of e-Resource acquisition and management activities including purchase, access activation, ongoing maintenance, licence management and troubleshooting in accordance with agreed standards and timeframes.

• Support the delivery of timely e-Resource content to Library users as part of the acquisition process through collaboration with internal and external stakeholders.

• Provide high-level customer services including responding to purchase queries and access issues.

• Participate in projects and events, and undertake general duties as directed to support collection access and development, and other Library services.
Selection Criteria:
Education/Qualifications:
  1 The appointee will have a tertiary level qualification in a relevant discipline; or an equivalent combination of relevant experience and education/training.

Knowledge and skills:
  2 Demonstrated knowledge and experience with e-Resource acquisition and management practices.
  3 Familiarity with library management and discovery systems.
  4 Strong organisational capabilities including effective time and task management, attention to detail, a focus on continuous self-improvement, and the ability to set priorities and meet deadlines.
  5 Ability to work collaboratively in a team environment as well as effectively problem solve independently.
  6 Skilled in communication with diverse stakeholders or offering customer service in an academic, research or library environment.

Other job related information:
Occasional work out of ordinary hours, travel, etc.
Employment in this position is conditional upon reception and maintenance of a Working With Children Check.