

Position Description**Library Learning Services Officer**

Position No:	50148178
Business Unit:	LIBRARY LEARNING AND DEVELOPMENT
Division:	LIBRARY
Department:	LIBRARY LEARNING AND DEVELOPMENT
Classification Level:	HEO5
Employment Type:	Full Time, Fixed Term
Campus Location:	Location Independent
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The Library Learning Services team is responsible for proactively connecting and engaging with students to improve the student experience and student success through online and face-to-face services, communications and programs, both in-subject, and on-demand. The Library Learning Services team sits within the Library Learning and Development section. The Library Learning Services Officer works across the entire Library Learning Services team and provides a range of administrative and specialist functions which support the objectives of the Library Learning Services team. The position is responsible for rostering and logistics, and assisting in evidence collection and evaluation for the Library Learning Services team across all campuses and modes, including for Peer Learning Advisors. The position also works closely with the Library Community Programs and Engagement team to develop student communications to promote Library Learning Services activities and programs.

Duties at this level will include:

- Engage with, and contribute to the delivery of Library Learning Services activities, events and initiatives, producing templates and documents using online tools and packages. This may include web materials and marketing collateral.
- Maintain the currency of the online presence for Library Learning Services activities, events and initiatives and coordinate communication and promotion of these activities to students and other stakeholders in collaboration with the Library Community Programs and Engagement team.
- Scheduling Library Learning Services activities and programs.
- Rostering of front-facing and on-demand activities across all teams within Library Learning Services, including Peer Learning Advisors.
- Assists in evidence collection and evaluation, highlighting and prioritising any issues for further investigation; and prepare reports to support decision making and continuous improvement.
- Support development and delivery of on campus and virtual learning support activities and programs across all campuses.
- Identify opportunities to develop skills and knowledge in the relevant areas through learning from more senior and experienced colleagues, appropriate training and exposure to a range of activities and professional qualifications.
- Ability to work independently to provide advice or refer on routine matters that ensure an efficient day-to-day client focused service is delivered. Contribute to and monitor service objectives and standards within own area of work to maximise service quality and efficiency and make recommendations for improvements in procedures and processes.
- Participate in Library face-to-face and online programs and other operational duties as required.

Essential Criteria

- Completion of a degree in a relevant discipline; or relevant work-related experience; or a combination of relevant work experience and education/training.
- Proven ability to organise own and others' activities to meet stated objectives and deliver outcomes in a timely manner.
- High level of digital dexterity to include suite of Microsoft Office applications and include the use of online engagement tools to deliver online content. Excellent communication and interpersonal skills, with a demonstrated customer service focus and solution orientated approach.
- Strong organisational skills and ability to manage rosters and logistics on behalf of a multi-functional, dispersed team.

- Strong understanding of and some experience in communications and/or marketing, ideally in a tertiary education environment.
- Ability to set priorities and monitor workflows, and contribute to continuous improvement of procedures and systems within the work area.

Capabilities required to be successful in the position

- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to think creatively, explore new ideas and respectfully challenge existing practices in order to improve current ways of working.
- Ability to enable a safe, inclusive, high-performing team culture, prioritising staff mental health and wellbeing.
- Ability to build a culture of continuous improvement, implementing ideas generated by team members.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- **We are *Connected*:** We connect to the world outside — the students and communities we serve, both locally and globally.
- **We are *Innovative*:** We tackle the big issues of our time to transform the lives of our students and society.
- **We are *Accountable*:** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- **We *Care*:** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

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Initials: Date: