POSITION DESCRIPTION

Position Title: Manager, Business & UX Analysis
Organisation Unit: Information Systems and Resource Services
                 UQ Library
Position Number: 3026638
Type of Employment: Continuing / Full time
Classification: Hew Level 8

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Library is integral to learning, discovery and engagement at The University of Queensland. We provide access to quality scholarly information resources and quality client focused services and spaces to support teaching and research at The University of Queensland. We partner with the UQ and wider community to provide pathways to enrich learning and research. The Library’s collection is one of the largest academic collections in Australia and by far the largest in Queensland. Annual expenditure on Library materials is approximately $19 million. The collection encompasses more than 2.5 million volumes, a burgeoning online collection of approximately 75,000 distinct journal titles in electronic and/or print format, over 1 million electronic books and over 1,000 networked databases, as well as manuscripts, microform and pictorial collections.

Information about the University of Queensland Library including its Profile and Strategic Plan is available at www.library.uq.edu.au

The Business and User Experience Analysis team plays an important part in advancing and strengthening the Library’s services. The unit is responsible for conducting research to analyse and understand the user experience in order to develop better services. It assists the Library to identify business requirements and evaluate options that improve services and processes. It coordinates online content to provide an engaging presence, and creates and maintains core Library web content.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

Coordinate and provide direction to the Library on the user experience of its services; the development and maintenance of its online presence, content and services particularly its website; and the analysis of business practices.

Duties

Duties and responsibilities include, but are not limited to:

- Provide strategic advice, leadership and management of the user experience analysis & business analysis services within the Library
- Coordinate the design, development, administration, and maintenance of the Library website, including the integration of multiple online systems and services into a cohesive web presence.
• Collaborate with key Library stakeholders and other agencies at the University to ensure that the Library website, online services and the user experience are well integrated and compatible with related systems.

• Proactively research, monitor, evaluate, and report on innovations in online library services and advise on their possible use.

• Advocate user focus through regularly coordinating quality assurance and improvement activities and usability testing for the Library web site and other online systems.

• Manage, maintain and make recommendations relating to internal Library guidelines and standards relating to online user experience and the website; monitor and ensure compliance by Library staff.

• Provide strategic advice and leadership in the direction and management for operational and web-based project work.

• Manage the work of the team, including planning, developing performance measures, and reporting on results.

**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

• the [University's Code of Conduct](#)

• requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School

• the adoption of sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)

• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

**Organisational Relationships**

The position reports to the Director, Information Systems and Resources Services.
SELECTION CRITERIA

**Essential**

1. Completion of a postgraduate degree in information technology or similar and at least 5 years subsequent relevant work experience in website design and development, or an equivalent combination of relevant experience and/or education and training.

2. Proven expertise in improving user interfaces and the user experience based on user experience analysis methodologies, user interface design processes, and applying standards such as WCAG 2 and WAI-ARIA.

3. Experience and demonstrated ability in managing a large, dynamic, and complex website.

4. Sound understanding of business analysis techniques

5. Demonstrated experience in project management and working as part of significant projects.

6. Demonstrated effective collaboration, liaison, interpersonal and communication skills with technical and non-technical clients and stakeholders to achieve positive outcomes.

7. Demonstrated ability to lead and manage a team, and motivate and mentor staff in a changing environment.

8. Self motivated, organised and able to balance multiple priorities to achieve objectives under limited guidance.

9. Ability to understand and respond to emerging trends in the Library and University environment

**Desirable**

10. Experience working in a University Library or similar enterprise environment

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples.