POSITION DESCRIPTION

Position Title: Resource Delivery Officer (Service Support Team)
Organisation Unit: Information Systems and Resource Services
Library
Position Number: 3023897
Type of Employment: Full Time, Fixed Term for 12 months
Classification: HEW Level 5

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 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+.

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 University of Queensland Library has one of the largest collections amongst Australian academic libraries and is by far the largest in Queensland. The collection includes access to 2.4 million book titles (electronic and print) and 148,000 journal titles (electronic and print). Our institutional repository, UQ eSpace, houses over 330,000 items authored or co-authored by UQ affiliated researchers, including more than 196,000 journal articles, 61,000 conference papers, and 19,000 theses

Information about the Library may be accessed on the Library’s web site at http://www.library.uq.edu.au.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.

DUTY STATEMENT

Primary Purpose of Position

The position is responsible for the co-ordination and operation of the daily workflows and will be required to supervise the Service Support Team Leader and Service Support Assistants.

Duties

Duties and responsibilities include, but are not limited to:

- Supervise staff, including conducting performance planning and reviews, monitor workloads and workflows
- Maintain rosters and timesheets for a team
- Convene staff meetings as appropriate
- Prepare statistical and management reports
- Develop, publish and maintain library documentation
- Undertake a range of operational tasks within a service
Apply a range of search techniques across a range of databases and other sources and analyse the results

Work with colleagues across the Library and University to ensure effective service delivery

Provide information and advice on UQ Library policies and procedures

Create and maintain system records, including metadata

Oversee the processing of library materials

Project work as required

Train Library staff in related duties

Other duties as required commensurate with HEW levels 2-5

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  o the University's Code of Conduct
  o 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
  o the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
  o 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 Co-ordinator, Resource Delivery and Physical Collections.

SELECTION CRITERIA

Diploma of Library and Information Services (Library Technician) (or equivalent) and relevant work experience or an equivalent combination of relevant experience and education/training.

Demonstrated supervisory skills and the ability to coordinate high-volume workflows

Excellent interpersonal, communication, and teamwork skills

Extensive experience and commitment to the provision of a quality client service.

Demonstrated experience in a range of library service areas

Well-developed IT skills including experience of library information systems

Ability to work in a busy client focused environment

Flexibility and adaptability with a willingness to learn new skills

Ability to work in a changing environment
- High level of professionalism and commitment to the organisation
- Ability to understand and respond to priorities and trends in the library and university environments
- Ability to work collaboratively in order to fulfil The University of Queensland’s mission, vision and values [http://www.uq.edu.au/about/mission-statement](http://www.uq.edu.au/about/mission-statement)

Please note:

- The University of Queensland Library reserves the right to transfer staff to any of its services.
- Evening and weekend work may be required

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage ([http://www.uq.edu.au/equity](http://www.uq.edu.au/equity)) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the Human Resources Advisor (central-hr-advisory@uq.edu.au).