Appointment of
Associate Director, Client Experience – Library
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 Resources has a key role in ensuring the Library’s collection provides a high value of return on the University’s investment. It is responsible for financial and access control of the collection, negotiating contracts and managing vendor relationships, establishing new publishing models, and evidence-based analysis of collection use. It undertakes the ordering and processing of Library material in all formats.

Information about the Library may be accessed on the Library’s web site at library.uq.edu.au.
**Role of the Associate Director, Client Experience**

**Primary purpose of the position**

This is a leadership role in the Library. Reporting to the Director, Learning and Research Services, it leads the strategic development of front-line library services and support for UQ learning, teaching and research. This role manages the liaison librarian teams and information assistance teams inclusive of student IT support. It provides high-level coordination of, and expert advice in, service delivery aspects of client-facing research and learning services. This involves:

- Leading staff across multiple teams to deliver whole of research and teaching lifecycle services
- Identifying areas of emerging priority and leading new initiatives, including the development of business cases, to ensure the Library continues to deliver globally-leading best-practice services which contribute to University strategy
- Lead and champion ongoing transformation of the Library’s front-line learning and research offerings to ensure user-centred high-value services
- As a member of the Library Executive Group (LX), the Associate Director will be an active participant in the overall strategic and organisation culture development, planning and management of the University of Queensland Library. Their leadership will contribute to positioning the Library at the forefront of the University’s support for teaching and research.

**Duties**

Duties and responsibilities include, but are not limited to:

- Lead, manage and develop the Managers of the Faculty Liaison Teams and the Information Assistance Team. Create a culture of high performance to ensure effective support of all aspects of library and information service delivery to meet the teaching, learning and research needs of the Faculties, Graduate School and the Institutes on the St Lucia, Gatton, Herston, PACE and Mater campuses.
- Ensure high-level coordination, planning and development of all aspects of operations within the Faculty Liaison Teams and Information Assistance Teams, including managing the preparation, implementation and monitoring of the budget for Client Experiences in association with the Director.
- Work closely with the Information Assistance Team and Faculty Liaison Teams and across the Library to ensure that Library spaces and facilities are responsive to all aspects of client needs.
- Manage new service development and implementation, and lead the Managers and staff within the teams to transition into business as usual as maturity develops.
- Lead the teams to prioritise an evidence-based, user-centred approach to service delivery, including whole-of-research-lifecycle services and digital and data skills programs.
- Ensure effective communication and liaison with clients and stakeholders, including other areas in the Library and University.
- Participate in the recruitment, selection, deployment, development/mentoring and performance management of staff.
• Monitor and evaluate performance through the application of quality assurance procedures and report on performance and implement any changes as required.
• Active membership of the Library Executive (LX) in the overall strategic development, planning and management of The University of Queensland Library to position the Library to be at the forefront of the support for teaching and research.
• Work collaboratively and in partnership with other Library teams, including the Digital Scholars Hub and other areas within Learning and Research Services, to provide high-level user-centred services.
• Provide high-level advice to the Director to ensure the Library continues to deliver globally-leading best-practice client-facing services which contribute to the client experience and University Strategy, and partner with other areas of the organization to embed Library services in the broader operations of the University.
• Provide leadership in the implementation and continuous improvement of front-facing client and liaison services, and ensuring a collaborative culture that supports the vision of the Library and the University.
• Positively and effectively promote the mission of The University of Queensland Library and its contribution to UQ and beyond.
• Ensure that all actions adopt the One UQ policy and culture.

Other
Ensure you are aware of, and comply with, legislation and University policy relevant to the duties undertaken, including:
• The University’s Code of Conduct:
ppl.app.uq.edu.au/content/1.50.01-code-conduct
• Requirements of the Queensland Work Health and Safety legislation and related responsibilities and procedures developed by the University:
uq.edu.au/ohs/index.html?page=133956
• The adoption of sustainable practices in all work activities, and compliance with associated legislation and related University sustainability responsibilities and procedures:
sustainability.uq.edu.au/policies-and-procedures/responsibilities
• 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:
ppl.app.uq.edu.au/content/3.30.13-esos-compliance-commitment

Organisational relationships
The position reports to the Director, Learning and Research Services.
Selection criteria

• A degree and recognised professional library qualifications or relevant qualifications and extensive experience, preferably in a research-intensive university environment or other large research organisation in a position with significant focus on information and client services, including the student experience.

• A high-level understanding of the tertiary research environment, including current issues in Australian higher education relating to teaching, learning and research.

• Knowledge of trends in information service delivery to support both teaching and research and information technology in an education and research environment together with a demonstrated understanding of human-centred design and evidence-based practice, and how information and data can be used to turn insights into service development.

• Excellent oral and written communication skills including preparation of reports with recommendations for senior management.

• A demonstrated ability to lead people through change in a supportive and empathic way, and a mindset of inclusivity and support for colleagues.

• Strong awareness of, and commitment, to inclusivity and equity principles, organisational ethics, risk management and occupational health and safety policies and practices.

• Demonstrated excellence and experience in leading, motivating and developing a team of high-performing staff to deliver service excellence and inspiring a working culture of psychological safety, recognition and ongoing development.

• Demonstrated ability to exercise judgment and initiative, together with an ability to work collaboratively in a large and diverse organisation.

• Ability to influence and interact productively with academic and professional staff at all levels of the organization.

• Demonstrated ability to communicate vision, set goals, develop priorities, meet timelines, and motivate teams to focus on client-centred support.

• Highly developed interpersonal skills, and demonstrated emotional intelligence to contribute and manage effectively in a variety of work situations.
Conditions of employment

Employment type
This is a full-time, continuing position at HEW level 9.

Salary and benefits
The full-time equivalent base salary will be in the range $115,243 – $121,952, plus super of up to 17% and recreation leave loading of 17.5%.

You will be able to take advantage of UQ Sport Facilities (uqsport.com.au), salary sacrificing options, on-campus childcare, discounted private health insurance, cheap parking, development programs (uq.edu.au/staffdevelopment) and many other benefits.


How to apply

To submit an application for this role, use the APPLY NOW button on UQ Jobs (jobs.uq.edu.au) – Job number 509291.

All applicants must supply the following documents:
• Cover letter addressing key selection criteria
• Resume
For more than a century, The University of Queensland (UQ) has maintained a global reputation for creating positive change by delivering knowledge leadership for a better world.

UQ ranks among the world’s top universities, as measured by several key independent rankings, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), U.S. News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and Times Higher Education World University Rankings (66).

At UQ, we’re changing the way higher education is imagined and experienced. Our students enjoy innovative and flexible learning options, diverse and dynamic partnership opportunities, and an integrated digital and campus learning environment.

More than 53,600 students, including the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students, study across UQ’s three beautiful campuses in South East Queensland at St Lucia, Herston and Gatton. They include more than 18,600 postgraduate and approximately 18,000 international students who contribute to a diverse, supportive and inclusive campus community.

With a strong focus on teaching excellence, having won more national teaching awards than any other Australian university, UQ is committed to providing students with the best opportunities and practical experiences during their time with us, empowering them with transferable knowledge and skills that will prepare them to exceed expectations throughout their careers.

UQ’s 275,000 graduates are an engaged network of global alumni spanning more than 170 countries, and include approximately 14,800 PhDs.

UQ’s six faculties, eight globally recognised research institutes and more than 100 research centres attract an interdisciplinary community of 1500 scientists, social scientists and engineers who champion research excellence and continue UQ’s tradition of research leadership. This is reflected in UQ being Australia’s number one recipient of Australian Research Council fellowships and awards (364 awards worth $257 million across all scheme years).

UQ has an outstanding track record in commercialising innovation, with major technologies employed across the globe and gross product sales of more than $22 billion.

In 2019, UQ was ranked first in Australia by the prestigious Nature Index tables, and 79th overall in the world.

UQ is one of only three Australian members of the global Universitas 21; a founding member of the Group of Eight (Go8) universities; a member of Universities Australia; and one of only three Australian charter members of the prestigious edX consortium, the world’s leading not-for-profit consortium of massive open online courses (MOOCs).

UQ employs more than 6600 academic and professional staff (full-time equivalent) and has a $1.9 billion annual operating budget.
Governance

The University is governed by a 22-member Senate representing University and community interests. Senate is led by a Chancellor and Deputy Chancellor. The Senate has delegated to the Vice-Chancellor many of its powers under the *University of Queensland Act 1998* to appoint staff, manage and control University affairs and property, and manage and control finances.

uq.edu.au/about/governance

Strategic directions

The University of Queensland sets its agenda within a truly global context. It is a university that is connected with the global community, addressing the issues that are impacting on the modern world. UQ’s aim is to attract the best minds of today, and to develop and support the leaders of tomorrow. The University has an ongoing commitment to strengthening its impact and reputation by building greater research capacity and through the delivery of high quality teaching and learning programs.

The 2018–2021 period will be a challenging and exciting time as the University adapts to a rapidly changing environment. Our plan encapsulates a commitment to remaining comprehensive while emphasising the importance of collaboration, diversity and partnered innovation as a critical means of solving complex global challenges.

We will transform our students into game-changing graduates ensuring that they are not only prepared to succeed in their chosen pathway, but will also provide the leadership necessary to create change.
Strategic plan 2018–2021

The University of Queensland positively influences society by engaging in the pursuit of excellence through 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.

Transforming students into game-changing graduates through excellent teaching, support, and exposure to world-leading research is a focus of UQ’s Strategic Plan 2018–2021. The world is changing at a breakneck pace, and it is vital that we prepare our students to not only adapt to this change, but also to make a positive impact on society and collectively build a beneficial global legacy. Evidence-based knowledge, the ability to work collaboratively to solve complex problems, and a passion for innovation will be essential attributes for our students, regardless of the exact future shape of society. UQ’s Strategic Plan 2018–2021 focuses on graduate employability, collaboration and diversity and inclusivity.

UQ’s Strategic Plan 2018–2021 is available to download from the following website: about.uq.edu.au/strategic-plan

Our values

Pursuit of excellence
We strive for excellence, seeking to apply the highest standards to benefit our communities.

Creativity and independent thinking
We welcome new ideas from our staff and students as well as from our alumni and our external partners. We support intellectual freedom, courage and creativity. We encourage the pursuit of innovation and opportunities.

Honesty and accountability
We act with integrity and professionalism and uphold the highest ethical standards. We are committed to transparency and accountability. Our decisions ensure responsible stewardship of the University’s resources, reputation and values. We lead by example in all areas including our approaches to sustainability.

Mutual respect and diversity
We promote diversity in the University community – through our people, ideas and cultures. We create a vibrant, inclusive environment in which ideas flourish and future generations, regardless of background, are empowered. We respect our colleagues and work together for shared success.

Supporting our people
UQ ensures the safety and wellbeing of our people. We create an inclusive and supportive university community in which achievements are celebrated and rewarded. Our people have the opportunity to enrich their lives and pursue their goals.
The UQ Leadership Framework identifies seven key capabilities that define leadership in the UQ context. The framework aligns with UQ’s strategic direction, and mission, vision and values.

**Achieves results and drives accountability**
Leaders ensure engagement and performance, and motivate and empower others to achieve results.

**Communicates and collaborates with influence**
Leaders engage others in open and honest dialogue about important issues and actively seek common interests and goals.

**Exemplifies personal credibility and integrity**
Leaders strive for personal achievement and are visibly proactive and ethical in their dealings with others.

**Fosters learning, inquiry and innovation**
Leaders nurture an environment that allows for multiple perspectives and challenges assumptions, and model openness to new ideas.

**Purposefully leads change**
Leaders initiate and lead change and improvement agendas, modelling behaviour that embraces innovation and change.

**Thinks and works strategically**
Leaders create and communicate a clear direction for the future, aligned with UQ’s vision.

**Values people and builds culture**
Leaders create a positive, constructive workplace where people feel connected and valued.
About Brisbane

Brisbane is the sunny, sophisticated capital city of Queensland and gateway to its many famous attractions. It is Australia’s third largest city and fastest-growing capital with a population of more than 2.2 million, offering a safe, friendly, multicultural environment. The inner city is characterised by the Brisbane River, parklands, convention facilities, museums, art galleries, a casino, malls, shopping districts and a host of cosmopolitan restaurants and cafés.

Brisbane offers a range of lifestyle benefits including climate, culture, family fun and sport. Residents and visitors can combine art and outdoor adventure in Brisbane, where South Bank’s cultural institutions and restaurants meet riverside gardens and a lagoon. Take a paddle steamer or ferry down the Brisbane River, abseil Kangaroo Point cliffs and bike ride through the City Botanic Gardens. Go for a day trip to Moreton Island, Noosa, the Sunshine Coast or the Gold Coast with just a short drive to each beautiful destination. National Parks, rainforests and attractions such as Australia Zoo, Dreamworld and other theme parks are also a short drive away.

The perfect place to raise a family, Brisbane is one of the safest cities in Australia and boasts a wide range of cultural attractions, numerous theatres, art galleries and a world class museum; the city is dubbed a food and drink lover’s paradise. Brisbane is one of Australia’s most liveable and affordable capital cities. Brisbane enjoys a subtropical climate providing sunny days almost all year round, with enough rainfall to keep the city and suburbs cool and green.

Just an hour south of Brisbane’s CBD is the Gold Coast, where the high rises are built around superb beaches like Surfers Paradise with lively nightlife, international theme parks and designer boutiques. A few hours drive north from Brisbane is the Great Barrier Reef, one of the ‘natural wonders of the world’. As the largest World Heritage Area, it stretches more than 2000 kilometres alongside the coast, and is home to around 1500 species of fish and 350 types of coral. Stradbroke, Moreton and Fraser Islands are also world-famous attractions that are close to Brisbane, and offer some of the largest dunes in the world.

A leader in education

Brisbane has a wide range of high-quality schools at primary and secondary level, religious or non-denominational, single-sex or co-educational, with many offering excellence programs or other specialty features such as the International Baccalaureate. Brisbane also offers some of the greatest learning institutes in Australia, with three major internationally recognised universities on offer. Each of the universities in Brisbane offer a high-quality learning environment with access to some of Australia’s finest institutions covering all areas of study from law and medicine through to business, marketing, tourism, IT and biotechnology. The University of Queensland (UQ) is one of Australia’s leading research and teaching institutes, ranking among the world’s top universities.

Lifestyle

In the heart of Brisbane city, Queen Street Mall is a vibrant shopping and lifestyle precinct and is Australia’s most popular pedestrian mall. Brisbane is also the home for many of Queensland and Australia’s major sporting events in rugby league, rugby union, AFL and cricket.

Brisbane residents have excellent access to healthcare in both public and private sectors, covering hospitals, general practitioners, dentists and other allied healthcare professionals. There are numerous public and private hospitals including the Princess Alexandra Hospital, the Mater Hospital network, The Queensland Children’s Hospital and the Royal Brisbane and Women’s Hospital. Urgent and emergency medical care is readily available to everyone.
General information on the University is available through the University’s website: uq.edu.au

Other documents which you may wish to refer to include:

- Annual Report: uq.edu.au/about/annual-reports
- Governance: uq.edu.au/about/governance
- Organisation chart: uq.edu.au/about/docs/org-chart.pdf
- Research at UQ: research.uq.edu.au
- UQ Global Strategy: global-strategy.uq.edu.au