POSITION DESCRIPTION

Position Title: Service Support Team Coordinator
Organisation Unit: Information Systems and Resource Services
The University of Queensland Library
Position Number: 3023897
Type of Employment: Full Time / Continuing
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 Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is 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://uniqquest.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.

The University of Queensland 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 about the Faculty and the School may be accessed on the Faculty’s web site at http://www.uq.edu.au/faculty-school.

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

Applicants should note that this work involves manual handling tasks including moving books, journals and boxes as required and pushing and pulling loaded trolleys. It is repetitive in nature and involves lifting, reaching and squatting movements as well as long periods of standing and walking.

DUTY STATEMENT

Primary Purpose of Position

The position is responsible for the day-to-day management of the Library shelving function and ensuring it is maintained to a high standard in order for customers to locate Library materials efficiently.

Duties

Duties and responsibilities include, but are not limited to:
• Maintain appropriate staffing levels for the shelving function within St Lucia libraries based on forecasted returns, daily assessment of the workloads and within the shelving budget.

• Contribute to Client Services to achieve service goals

• Train Library shelving staff in related duties

• Develop, publish and maintain appropriate training manuals & procedures

• Supervise tasks and manage team performance

• Convene regular staff meetings

• Provide advice and recommendations to the Client Services management group on shelving related activities

• Record, analyse and report on library shelving statistics

• Assist with the selection of new shelving staff

• Plan and implement shelving rosters including the casual shelving rosters

• Provide guidance and support to the Service Support team.

• Coordinate project work relating to the Service Support team.

• Provide advice on UQ Library policies and procedures.

• Positively and effectively promote the mission of The University of Queensland Library http://www.library.uq.edu.au/about/

• Other duties as required

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 Manager, Resource Delivery and Physical Collections
SELECTION CRITERIA

**Essential**

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

- Ability to supervise staff and coordinate workflows

- Excellent communication, interpersonal, organisational and teamwork skills

- Ability to work flexibly in a changing environment

- Ability to promote the library and its services to clients and present a positive image of the library to clients

- Extensive experience in a range of Library service areas including Library information systems

**Desirable**

- High level of professionalism and commitment to the organization

- Ability to understand and respond to priorities and trends in the Library and University environments.

**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) 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).