**POSITION DESCRIPTION**

**Position Title:** Associate Director, Client Experience  
**Organisation Unit:** University Library  
**Position Number:** 3048196  
**Type of Employment:** Full Time, Continuing  
**Classification:** Hew Level 9

**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 (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). 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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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 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.

The Library is a critical enabler of the University’s mission, and a core partner in delivering services to support teaching, learning and research with a commitment to the design and development of innovative services that contribute to the ongoing success of the University through close alignment with University strategy.

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

DUTY STATEMENT

Primary Purpose of 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 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, 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.

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.

This role is a full-time position; however, flexible working arrangements may be negotiated. This position requires working across multiple sites, including Gatton, Herston, Woolloongabba and St Lucia.