POSITION DESCRIPTION

Position Title: Manager, (Faculty of Humanities and Social Sciences, Faculty of Science and Faculty of Engineering, Architecture and Information Technology)

Organisation Unit: Learning and Research Services

Position Number: 3003788

Type of Employment: Fixed Term

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 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

This is a leadership and management role within the University of Queensland Library. The primary purpose of the role involves the management and supervision of the liaison librarians who liaise with the Faculty of Humanities and Social Sciences, Faculty of Science and the Faculty of Engineering, Architecture & Information Technology, including those based at the Gatton Library. This includes managing and coordinating the provision of services to support UQ teaching, learning and research.

The position also involves taking a leadership role in the University of Queensland Library, collaborating with other Library units and relevant external partners to implement the mission of The University of Queensland Library.

Duties

Duties and responsibilities include, but are not limited to:

- Manage and coordinate liaison librarians who liaise with the Faculty of Humanities and Social Sciences, Faculty of Science and the Faculty of Engineering, Architecture
& Information Technology, including those based at Gatton Library to ensure the services aligns with the UQ Library Strategic Plan.

- Develop action plans and initiatives which implement Library and University policies such as relevant collections, research support services and information and digital literacy skills for an efficient and effective information service delivery which are responsive to client needs.
- Work closely with the Library’s Research Outputs and Impacts Team (ROI) to ensure that all librarians are fully trained to provide excellent research support services and work with ROI to promote and market relevant research support services.
- Support the selection of relevant humanities, social sciences, science and engineering collections.
- Develop and implement effective marketing strategies which integrate the Library into educational programmes and the research process, and reflect a customer service focus.
- Effectively communicate and liaise with clients (including Faculty and schools, senior academic staff, and designated functional areas), as well as with other areas in the Library and the University regarding the provision of information services.
- Manage and monitor performance through the collection of appropriate statistics and the application of quality assurance procedures.
- Participate in The University of Queensland Library’s strategic planning and policy development.
- Manage library wide projects as required, including overseeing and coordinating staff to ensure timely completion of tasks and appropriate quality control protocols are followed.
- Represent the University Librarian, the Library and the University 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 Associate Director, Client Experience
SELECTION CRITERIA

**Essential**

- Postgraduate qualifications, recognized professional library qualifications with extensive relevant experience and management expertise; or an equivalent combination of relevant professional experience and/or education/training.

- Excellent communication coupled with high level interpersonal skills, underpinning the ability to negotiate, advise and liaise with staff, management and clients at all levels.

- Ability to provide leadership to the University Library in the provision of effective and quality client services.

- A high level of analytical, research, problem solving and interpretative skills.

- Proven ability to effectively organise and manage a large, diverse workload to meet deadlines

- Ability to think strategically and to facilitate change management

- Extensive and demonstrated library management experience, with expertise in managing people, workloads and budgets in the delivery of quality services to meet diverse client requirements in a timely and cost-effective manner.

- Extensive professional experience with a sound understanding of trends in information service delivery in an academic or research library.

- Proven ability to respond flexibly, cooperatively and generate innovative solutions to problems to achieve goals

- Ability to exercise judgment, act independently and take initiative within the University's guidelines

- Proven ability to manage and work collaboratively with colleagues, inspiring and promoting a constructive team environment

**Please note:**

- The University of Queensland Library reserves the right to transfer staff to any of its services.

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).