



Position Description

College/Division:	Office of the Deputy Vice-Chancellor, Research & Innovation
Faculty/School/Centre:	Scholarly Information Services
Department/Unit:	Library Services
Position Title:	Senior Manager Client Services
Classification:	Senior Manager 2 (Administration)
Position No:	35576
Responsible to:	Associate Director Library Services
Number of positions that report to this role:	5 x directly 34 x indirectly (approx.)
Delegation(s) Assigned:	D6

PURPOSE STATEMENT:

The primary role of the Senior Manager Client Services is to lead the Client Services Team in the development and implementation of innovative and effective customer service delivery solutions for the Library. This position supports both internal Library operations and drives excellent client services to the ANU Community.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The Senior Manager Client Services is responsible for ensuring the provision of world-class Library resources and services. The position will deliver a range of client service options that also support working remotely, introduce emerging technology and systems and maintain key relationships within the sector. This position provides leadership to the Circulation team, the Collection Management Librarians and to the Information Adviser teams. These teams provide a range of services for the ANU Community to meet the education and research objectives of the University,

This position is a member of the Library's senior management team and participates in the strategic planning and management of the ANU Library. This position will build effective working relationships with senior stakeholders within SIS and across the University in relation to the provision of services, strategic advice and cross-function projects. Strong collaboration is required with units across the University including ANU Student Engagement and Success, Centre for Learning and Teaching, Colleges, Research Centres, Schools and student associations. External to the University, strong relationships will also be forged with publishers and Library vendors.

Role Statement:

Under the broad direction of the Associate Director Library Services the Senior Manager Client Services will:

- Provide effective leadership and strategic direction to the ANU Library and Client Services Team, ensuring that strategic and operational objectives are identified and achieved.
- Provide high-level strategic advice on client services matters, consulting with relevant internal stakeholders and external institutions as appropriate.
- Conceptualise, develop, initiate, and oversee major developments in the area of client services in libraries, in particular in the digital environment, keeping up to date with emerging technologies, and ensure delivery of high-quality services to internal and external clients.
- Lead the development and implementation of policy and procedures in relation to libraries and customer service provision, including reporting to the Library Advisory Committee.
- Lead, manage and develop staff, promoting a service-oriented culture. Provide strategic direction to the team through mentoring and development of staff. Embed a culture of continuous process improvement across the Client Service Team, ensuring best practice approaches and standards are comparable to other similar institutions.
- Effectively manage and monitor the budget allocation for the Unit within delegated authority.
- Develop services to enhance the digital capabilities of the ANU Community.

- Develop relationships with external stakeholders including Council of Australian University Librarians, Group of Eight and International Alliance of Research Libraries and other professional associations.
- Undertake other duties as required from time to time consistent with the classification level of the position.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity

SELECTION CRITERIA:

1. Postgraduate qualification in Library Science, Information or Data Management or similar relevant field, proven expertise in the management of significant human and material resources, or an equivalent combination of relevant management experience and education/training and extensive relevant experience in an Academic or complex environment.
2. Demonstrated experience in leading, managing, and motivating a team with a strong commitment to professional development and experience in delivering consistent, high-quality service, on-time and successful projects and initiatives with competing deadlines to internal and external stakeholders.
3. Demonstrated extensive experience in the management of multiple, complex administrative activities, and delivery of client services within a tertiary institution or similar organisation, including experience with managing large scale projects and associated management information reporting.
4. Demonstrated extensive experience in the development of strategic planning to support an organisational mission and values and the delivery of key outcomes through the evaluation and implementation of processes, systems, change management and business process improvement.
5. Outstanding oral and written communication skills with the ability to inform, negotiate and persuade on complex matters, create policy and procedural documentation, and cultivate and maintain strong working partnerships with a diverse range of stakeholders within, and outside of the University
6. A demonstrated high-level understanding of equal opportunity principles and policies and a commitment to their application in a University context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the [Background Checking](#) Procedure which sets out the types of checks required by each type of position.

Supervisor/Delegate Name:	Thomas Foley	Date:	04/09/2024
----------------------------------	--------------	--------------	------------

References:

[Professional Staff Classification Descriptors](#)

[Essential EEO Criteria](#)



Pre-Employment Work Environment Report

Position Details

College/Div/Centre	Scholarly Information Services	Dept/School/Section	Library Services
Position Title	Senior Manager Client Services	Classification	SM2 (Admin)
Position No.	35576	Reference No.	

In accordance with the Work Health and Safety Act 2011 (Cth) the University has a primary duty of care, so far as reasonably practicable, to ensure the health and safety of all staff while they are at work in the University.

- This form must be completed by the supervisor of the advertised position and appended to the back of the Position Description.
- This form is used to advise potential applicants of work environment and health and safety hazards prior to application.
- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System via Handbook guidance <https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook>
- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.

TASK	regular	occasional	TASK	regular	occasional
key boarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	laboratory work	<input type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
Organizing events	<input type="checkbox"/>	<input type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>			
NON-IONIZING RADIATION			IONIZING RADIATION		
solar	<input type="checkbox"/>	<input type="checkbox"/>	gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	beta particles	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>	nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>			
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>			
CHEMICALS			BIOLOGICAL MATERIALS		
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>
allergens	<input type="checkbox"/>	<input type="checkbox"/>	potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/ carcinogens	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
			immunisations	<input type="checkbox"/>	<input type="checkbox"/>
OTHER POTENTIAL HAZARDS (please specify):					
Supervisor/Delegate:		<i>Thomas Foley</i>	Date:	04/09/2024	