POSITION DESCRIPTION

Director, Information Services

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<tr>
<th>Position Level</th>
<th>Senior Appointment</th>
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<tr>
<td>Faculty/Division</td>
<td>Academic &amp; Student Life</td>
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<tr>
<td>Position Number</td>
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<td>Original document creation</td>
<td>August 2021</td>
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Position Summary

UNSW Library is one of Australia’s major research libraries, with extensive scholarly information resources, services and facilities. It serves a large population of academic and research staff and students on two campuses and affiliated research institutes. The Library serves 3 million in-person visitors and 20 million digital interactions a year. There are three library sites including Main Library, Herbert Smith Freehills Law Library (Kensington) and the Paddington Campus Library as well as a close working relationship with the Academy Library, UNSW Canberra at the Australian Defence Force Academy (ADFA). The Library is a department within the Division of the Deputy Vice-Chancellor Academic and Student Life (DVCA SL).

The Director, Information Services is a member of the Library Executive Team and provides strategic leadership for the Library’s provision of services to undergraduate and coursework students, higher degree research students, and academic & research staff. Services include Helpzones and student enquiries; learning services, orientation and transition, workshops and student engagement; academic engagement; research consultations; ELISE mandatory induction modules and quiz; and the integrated model for curriculum support. The Director, Information Services collaborates widely across the Library and the Division of DVCA SL to deliver client focused information services and represents the Library on a range of faculty committees.

The Director, Information Services reports to the University Librarian and has two direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide transformative leadership to a diverse workforce and complex organisation during a period of rapid change.
- Lead the scalable and sustainable development and delivery of the Library’s student facing learning services and Helpzone, Orientation and Transition, and student engagement services across physical and digital channels to support UNSW graduate capabilities.
• Lead the scalable and sustainable development and delivery of the Library's professional information, advice, consultancy, engagement and outreach services to postgraduate students and university staff in order to promote library services to clients and ensure library services and collections are integrated into the curriculum.

• Lead the scalable and sustainable development and delivery of the Library's ELISE mandatory online modules and quiz for commencing coursework students.

• Lead the Library’s participation in university curriculum development reform initiatives in collaboration with university partners including the Pro Vice Chancellor Education (PVC-E) Portfolio and faculties. Ensure library resources are appropriately selected and integrated into university blended and online courses.

• Work collegially within the Library leadership team and across the organisational matrix to promote a work environment that is collaborative, supportive, and characterised by positive morale.

• Work with the University Librarian to define and communicate the role of the Library in the University. Attend faculty, school and institute meetings and committees and represent the University Librarian and the University Library as required.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• Relevant postgraduate qualifications with substantial experience at a senior level or an equivalent level of knowledge gained through any other combination of education, training and/or experience. Substantial prior experience at a senior level within a large academic, research or cultural institution would be considered favourably.

• Demonstrated capability to lead the development and delivery of the Library’s digital and face to face enquiry, information, training and engagement services for coursework students, higher degree research candidate, academic and professional staff.

• Demonstrated capability to lead the development and delivery of the Library’s integrated service model for curriculum design, including curriculum reform; support for integrated course resources; ELISE online induction module and quiz; integrated flipped workshops into courses; and the provision of digital learning and teaching objects.

• Demonstrated ability to build and maintain strategic relationships across the university, including senior academics.

• Demonstrated well developed leadership and management skills applied to the operation of substantial staffing, budgetary and infrastructure resources.

• Excellent interpersonal, communication and presentation skills with the ability to build and sustain effective, collaborative professional relationships.

• Demonstrated ability to exercise initiative, independent judgement and apply problem-solving skills.

• Demonstrated capacity to think strategically, drawing on information from multiple sources.
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

**Pre-employment checks required for this position**

• Verification of qualifications

**About this document**

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.