## Position Summary

## The Associate Director, Academic Engagement is part of the Library’s senior management team and leads staff in the planning and delivery of consistent high-quality teaching and outreach services to academic staff and students in support of the education, research, and engagement goals of the University. The role is responsible for leading expert staff engaging Faculties and Schools across the University to connect academics with Library services and resources. The role leads the development and delivery of high-quality teaching services scaffolded around the Library’s Digitial Information Skills Framework aimed at equipping students with digital literacy skills and enhancing their study capabilities.

## The Associate Director, Academic Engagement is a high-level strategic and proactive role that leads the planning and allocation of resources for the unit and identifies opportunities to build networks with stakeholders to deliver innovative Library services. The role works with Academic Engagement Team Leaders to analyse and evaluate services to ensure they continue to be user-focused, aligned with strategy and highly valued by the University community. The role also represents the Library on relevant University teaching and learning committees and works in close collaboration across the Library matrix with other units to develop and deliver tailored services.

## The role of Associate Director, Academic Engagement will be responsible for two of the four Academic Engagement teams. The role reports to the Director, Information Services and has two direct reports.

## Accountabilities

Specific accountabilities for this role include:

* Lead and manage the operations of two of the following Academic Engagement teams: Medicine & Health, Science & Engineering or; Business & Law and Art, Design & Architecture, including leading and managing processes, service delivery and staff induction, training and professional development.
* Lead the development and delivery of the Library’s Digital Information Skills Framework aimed at equipping students with digital literacy skills to enhance their study capabilities and prepare them for a successful graduation.
* Proactively work with Faculties to identify partnership opportunities to maximise impact of Library information and digital services for coursework students.
* Ensure the provision of consistent high-quality service delivery through all channels by implementing regular reviews, client feedback mechanisms and improvement processes.
* Analyse, evaluate and report on the team’s performance against library and divisional operational plans.
* Implement and review Library-wide policies to underpin the Library’s services for research, learning and teaching.
* Plan and manage the allocation of resources provided to the Unit.
* Build an effective network with key stakeholders across the University
* Align with and actively demonstrate the [Code of Conduct and Values](https://www.unsw.edu.au/governance/policy/policy-hub/codeofconductandvalues)
* Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

* Relevant postgraduate qualifications and extensive experience at a management level within an academic library.
* Substantial experience in planning, delivering and evaluating high quality library services.
* Demonstrated ability to effectively and positively manage and lead people and teams in a changing environment.
* Experience in developing and maintaining collaborative partnerships with a range of stakeholders and capacity to engage effectively across UNSW.
* Sound understanding of relevant pedagogies and educational technologies and their application in the higher education sector.
* Advanced written and verbal communication skills, with a high-level of attention to detail for deliverables produced.
* An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
* Knowledge of health & safety (psychosocial and physical) 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.