

ASSOCIATE DIRECTOR LIBRARY CLIENT SERVICES



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ABOUT AUSTRALIAN CATHOLIC UNIVERSITY (ACU)

A public Catholic university, funded by the Australian Government, Australian Catholic University is open to students and staff of all beliefs. Building on its origins of service to the Catholic and wider Australian communities over a period of 150 years, the University seeks to foster and promote teaching and learning, research and scholarship, and community engagement in accordance with the Catholic tradition. It is dedicated to rigorous intellectual pursuits and the individual's pursuit of truth and academic freedom. The University's ethos reflects Christian values and its core concerns are with ethics and morals in all fields of its endeavour.

Australian Catholic University is a national university with seven campuses in Australia (Brisbane, Sydney [North Sydney and Strathfield], Canberra, Adelaide, Melbourne and Ballarat), a Rome campus and off-campus activity throughout Australia, as well as overseas.

The University has four Faculties - Education and Arts, Law and Business, Health Sciences and Theology and Philosophy.

Graduates consistently give a high rating of their educational experience at Australian Catholic University and it has a reputation for quality and innovative teaching in the context of a personalised learning environment and for highly qualified

academic staff with a commitment to student-centred learning. The University has one of the highest graduate employment rates in the country and its graduates are high achievers in education, health, commerce, the humanities, science, technology and the creative arts.

The University has over 34,000 students and more than 2,500 staff.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role.

Further Information

Visit www.acu.edu.au



MISSION, VISION AND VALUES

OUR MISSION

Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.

OUR VISION

Australian Catholic University is one of the leading Catholic universities in the world and is one of the principal intellectual assets of the Church in Australia. The University exercises nationwide leadership in the key focus areas of Health, Education, Theology and Philosophy, and Social Justice. Guided by the principles of Catholic social teaching, our students, staff and graduates will be influential in bringing about changes in the communities we live in.

CORE VALUES

ACU is founded on a long history of commitment to truth, academic excellence and service, all within the Catholic intellectual tradition. These values are the principles behind all our actions and guide us in living out our Mission and realising our Vision:

Truth

ACU is committed to the lifelong pursuit of knowledge, freely seeking truth through research, critical inquiry and active discovery. The University shares this pursuit through teaching, scholarship and engagement, contributing to the growth and betterment of society.

Academic Excellence

ACU, through its pursuit of excellence in teaching and research strives to produce the highest quality intellectual, educational and learning experiences through innovation and creativity.

Service

ACU is a University of Service. It seeks to serve the wider community through research, education and engagement, especially by providing opportunities for those in need and by educating its students to be socially and morally responsible persons.

ACU pursues all its core values within the Catholic intellectual tradition. The University is committed to serving the common good and upholding the sacredness in life. We respect and welcome all faith traditions and uphold the dignity of all human persons.



UNIVERSITY GOVERNANCE

The governing body is the Senate which consists of:

- Two persons (Chancellor and Vice-Chancellor and President) who are members ex-officio
- The Pro-Chancellor
- Eight persons elected by the members of the Company having regard (among other things) to the need for broad community involvement

- Three persons elected by and from the academic staff of the University
- One person elected by and from the general staff of the University
- One student of the University.
- The Academic Board is constituted by the Senate to administer and implement academic policies.

- The University has also established four Chapters, based in the communities it serves. These provide advice to the Senate on local needs and demands, and serve as important links to community interests.

UNIVERSITY STRUCTURE

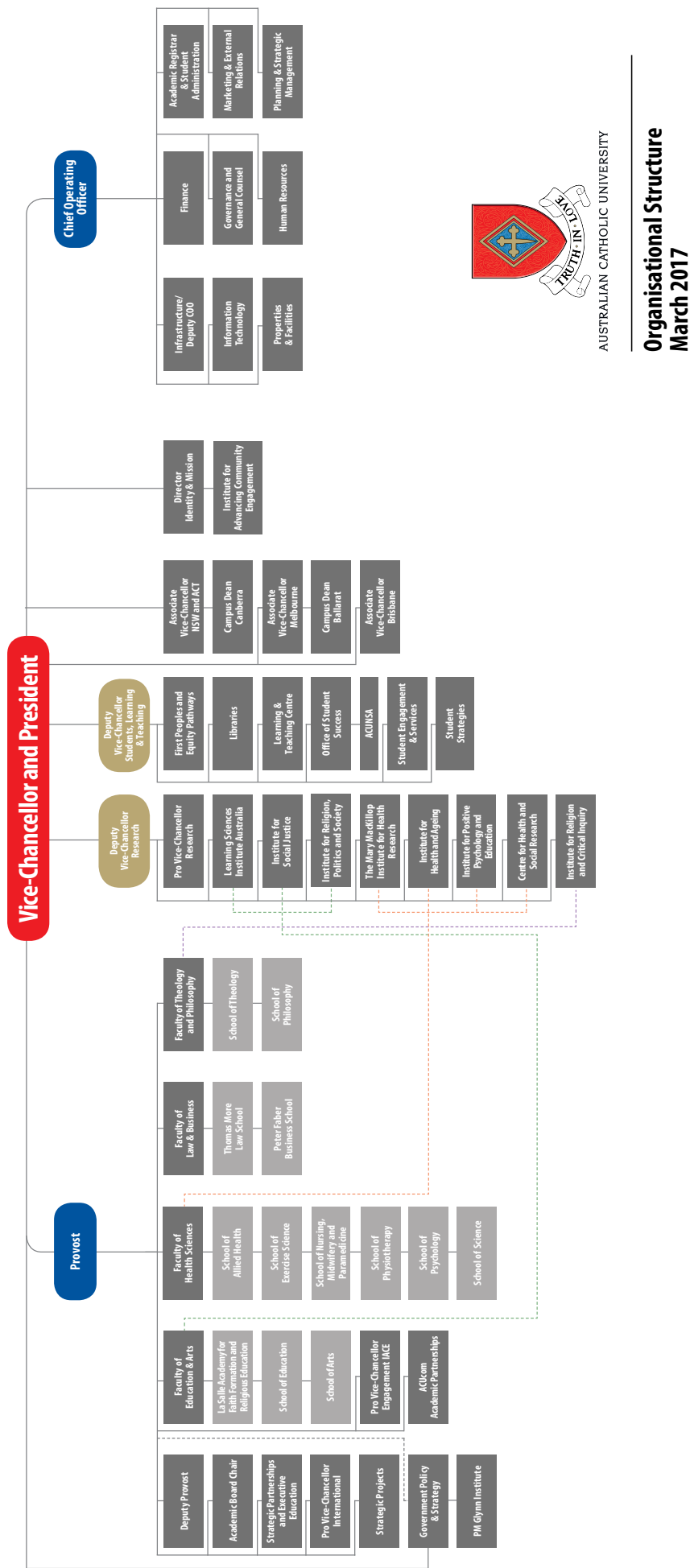
The Vice-Chancellor and President is the chief executive officer of the University. The Provost, Deputy Vice-Chancellors and the Chief Operating Officer have delegated responsibility for assigned areas of policy. Associate Vice-Chancellors in Sydney, Melbourne and Brisbane are the Vice-Chancellor and President's representative in their local region, as are the Campus Deans at Ballarat and Canberra.

The Vice-Chancellor and President is also assisted by the Faculty Executive Deans, Director, Marketing and External Relations, Executive Director, International, Director, Identity and Mission and other Directors with national portfolios.

Each Faculty is headed by an Executive Dean, who is supported by Associate Deans whose portfolios encompass Learning and Teaching, and Research.

Each campus has a Student Association and there is a national student body, ACUNSA (Australian Catholic University National Students' Association).

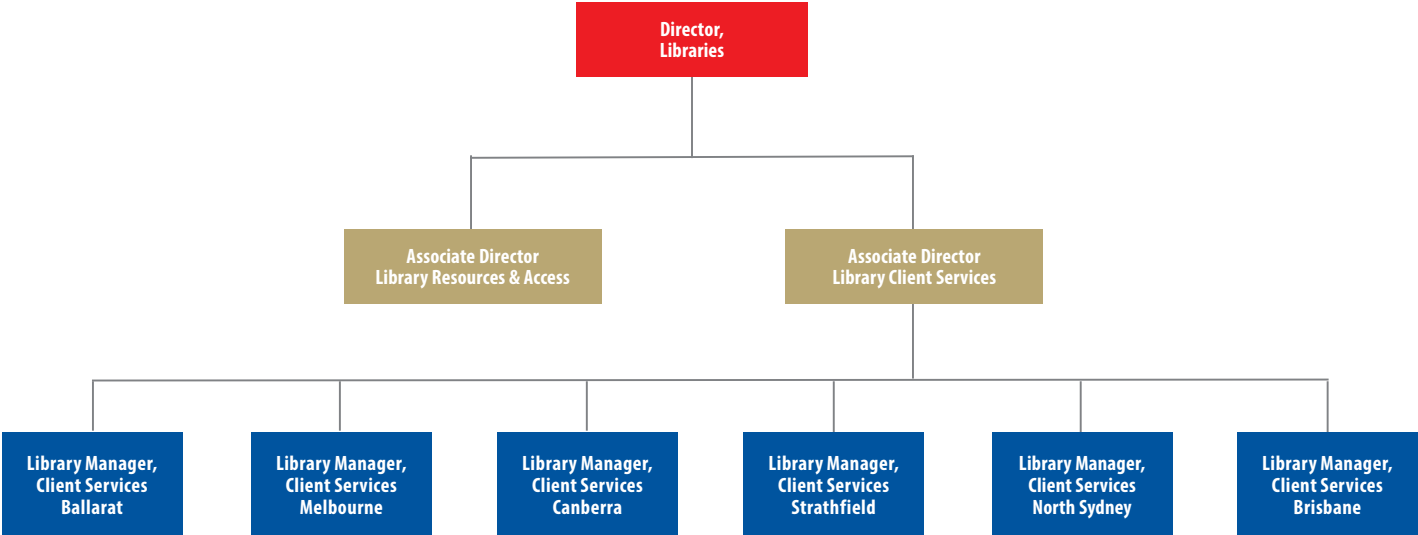
ACU ORGANISATIONAL CHART



AUSTRALIAN CATHOLIC UNIVERSITY

Organisational Structure
March 2017

LIBRARIES DIRECTORATE ORGANISATIONAL CHART





ABOUT THE LIBRARIES DIRECTORATE

Australian Catholic University Library has a major presence on six of the University's campuses and serves a range of client groups with varying information and access requirements including students, staff, reciprocal borrowers and community borrowers.

The Library's mission is to enable and enrich the teaching, learning and research endeavours of the University by delivering flexible access to extensive and relevant information resources and by providing quality services and facilities.

Our vision for the library service is to enact the ACU Mission through:

- **Resource provision and access** that is coordinated and futures-oriented, and that finds integrated and innovative solutions to optimise the effectiveness of the available resource base.
- **Strong partnerships** with Australian Catholic University's teaching, learning and research community to make a direct contribution to the educational mission of the University.
- **Staff** members who, by building on their professional expertise, provide an exemplary service that demonstrates a commitment to meeting the individual and collective information needs of clients.
- **Management practices and operations** that embody a commitment to Quality Assurance principles, and are attuned to the changing needs of the University.
- **Technological and physical infrastructure developments** that better enable the provision of flexible and responsive access to services and resources into the future.

For further information on the Library, including its policies, consult the ACU Library website: <http://library.acu.edu.au>



ABOUT LIBRARY CLIENT SERVICES

ACU Library and its staff provide a diverse range of client services in support of the students and staff, whether on campus, or remote, in their learning, teaching and research. The Library staff operate on the service principle of “One Library, many locations” so staff at any of the campus libraries support the library staff in the other campuses in delivering an agreed range of services, achieving consistency in service delivery to the University community, regardless of their campus or location. Each Campus Library has a local Client Services

manager who also has a national responsibility for either a discipline or specialist function. Each ACU Campus Library serves an on-campus community of varying numbers with the Melbourne Campus currently the largest of ACU’s campuses. However, Client Services staff also provide services to our Adelaide and Rome campuses as required. Our primary client base consists of the University students and staff in the Faculties, Institutes, Centres and Directorates.

ABOUT THE POSITION

ROLE OF THE ASSOCIATE DIRECTOR LIBRARY CLIENT SERVICES

The Associate Director Library Client Services is responsible for leading and managing the University Library's Client Services Unit. This involves providing leadership to Library staff who provide a range of services to the University students and staff in support of their learning, teaching and research needs, and who manage the campus libraries, their physical collections and infrastructure. The position is responsible for developing policies in relation to client services and for overseeing their implementation across all campus libraries. The incumbent proactively leads and develops staff in service delivery and design to ensure their successful contribution to the broader Library and University strategic goals and direction. As one of two Associate Directors reporting to the Director, Libraries, the incumbent is a member of the Library Executive Group, works closely with the Director and the Associate Library Director (Resources and Access) and represents the Library in senior-level University and external committees and professional groups.

POSITION RESPONSIBILITIES

Client Services Delivery

- Oversee the provision of high-quality client services to students, professional academic and research staff on line and on ACU's campuses and centres
- Lead the development of initiatives to support and enhance student information literacy skills
- Promote proactive communication between the Library Client Services staff and ACU students and staff, in particular the promotion of services and the pursuit of feedback from Library clients
- Promote collaboration and teamwork amongst the Library Client Services teams across all locations and between Library Client Services and Resources & Access teams
- Facilitate Library Client Services staff and team participation in Library projects and their contribution to the Library's strategic priorities
- Promote effective collaboration with the staff of other units in the University to enhance clients' experience and to provide collaborative approaches to student support
- Oversee the contribution of Library Client Services staff to the development of the Library's collection, a joint responsibility of both Client Services and Resources & Access

Planning and Strategy

- Contribute to the Mission and Identity of the University through developing an understanding of Catholic intellectual tradition and ACU's mission focus and by promoting appropriate work culture and behaviour
- Lead the development and review of policies, standards and processes, ensuring that they place clients at the centre of Library operations and that regulatory standards and University policies are adhered to
- Effectively contribute to Library strategic planning, review and implementation
- Work with the Director, Libraries, to optimise the use of the Library's resources (human, financial, etc.) in achieving the Library's strategic goals
- Ensure the review and regular evaluation of Library services in order to maintain and enhance their efficiency and effectiveness
- In consultation and collaboration with the Director, Libraries and the Associate Library Director (Resources and Access) oversee the development and implementation of robust quality assurance systems across the position's areas of operational and service delivery responsibilities
- Lead the development, review and implementation of the relevant Library Business Continuity Plans
- Monitor emerging national and international trends in relation to library service delivery and library facilities design
- Evaluate, assess and implement improvement projects to enhance business processes. As appropriate, recommend ways to improve efficiency, effectiveness and economy of operations
- Direct and oversee the performance of contractors, project leaders, and service providers to effectively facilitate the delivery of quality outcomes and ensure good communication at all levels
- Contribute effectively to University Committees and projects
- Share information and provide advice on the evolving needs and requirements of students and staff in relation to Library Client Services
- Provide leadership to investigate and exploit technology and best practices both within and outside the University to facilitate innovation and improve departmental and library-wide capability

and/or reduce costs to meet current and emerging learning, teaching and research needs. Critically assess and develop business cases supporting the introduction of technology-based solutions to improve the efficiency and effectiveness of the organisation

- Manage, monitor and report on the performance of Library client services to the Director, Libraries and relevant University and external bodies
- Identify and resolve areas of risk within areas of responsibility and effectively contribute to risk management and business continuity in the Library and ACU
- Facilitate a culture which supports the University's Mission and Identity with staff and students



ABOUT THE POSITION (CONTINUED)

Collections Management

- With Associate Library Director (Resources and Access), establish and oversee library collections in line with the Library's Collection Development principles
- Work collaboratively with University academics and other stakeholders to ensure collections support the academic and research programs of the University
- Formulate a long-term and flexible collection development plan

Library Design and Functionality

- Oversee the physical design and facilities at each Campus Library with a view to creating a learning, studying and working environment attuned to student and staff needs
- Work collaboratively with the Properties Directorate and other relevant units and project teams on infrastructure planning and projects
- Keep abreast of new or alternative practices in the higher education sector
- Present the case for capital works funding where appropriate

Key Stakeholder Relationship Management

- Identify and develop internal and external client relationships, anticipating clients' requirements, initiate/encourage actions which exceed client's expectations using appropriate interpersonal styles and methods to ensure ongoing client satisfaction

- Develop and maintain relationships with appropriate external communities including colleagues in other Universities/Libraries
- Represent the University externally where appropriate
- Support University initiatives that promote the Library and its services or support the mission of the University

Staff Management and Engagement

- In areas of responsibility, lead the development of strategic, operational and work plans which support the vision, mission and strategic goals of ACU and the Library, in collaboration with the Director, Libraries and the Associate Library Director (Resources and Access)
- Build and sustain a harmonious, collaborative and effective organisational culture that is conducive to the achievement of operational and strategic goals; Promote collaboration amongst Library staff and with colleagues in the University and external organisations
- Ensure the priorities and work plans of staff align with the strategic and operational goals and priorities of the Library and ACU
- Ensure the continuous improvement of services and work procedures within the Library to enhance Library client experience
- Champion innovation and adoption of new ideas from all levels

- Manage staff performance and implement strategies for training and development to facilitate their effective contribution to the Library's strategic goals
- Maximise team effectiveness by using the diverse capabilities and strengths of individuals to their best advantage
- Recruit and engage competent staff who demonstrate the required behaviours and attributes; identify strategies to retain and develop key staff
- Assist the Director in workforce planning and management
- Continuously investigate new ideas to improve personal, team and operational effectiveness
- Ensure Client Services staff meet performance targets and uphold the ACU Code of Conduct

TYPE OF APPOINTMENT

This appointment will be offered on a full time, fixed term basis for a period of up to five (5) years, renewable based on performance and a formal review.

LOCATION

This position can be located at the North Sydney, Melbourne or Brisbane campus.



SELECTION CRITERIA

QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE

1. Relevant tertiary qualifications in Library Science or Information Management, conferring eligibility for professional membership of the Australian Library and Information Association
2. Thorough understanding of contemporary developments in the provision of library services as well as knowledge of contemporary trends in academic library design, including the ability to develop ideas and solutions which display thorough understanding of library client needs
3. Significant experience in leadership and management at senior level in an academic library, including demonstrated understanding of the higher education business environment (i.e. financial, human resources, operational, compliance, and risk)

4. Demonstrated ability to source and interpret business information, as well as strategically plan and manage teams and resources so as to make informed decisions in business improvement projects

CORE COMPETENCIES (AS PER THE CAPABILITY DEVELOPMENT FRAMEWORK)

5. Demonstrate confidence and courage to achieve ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values
6. Demonstrated commitment to delivering stakeholder centric services and keeping stakeholder interests at the core of business decisions to maintain service excellence. See the ACU's [Service Principles](#)
7. An ability to work collaboratively with internal and external stakeholders to capitalise on all available expertise to deliver a stakeholder centric service
8. Demonstrated ability to communicate effectively with staff at all levels, including

stakeholders external to the organisation, to provide an excellent client service and meet organisational objectives

9. An ability to coach and develop staff, set clear expectations for performance and encourage others to share skills and knowledge to build a culture of learning and improvement
10. An ability to take personal accountability for achieving high quality outcomes through an understanding of organisational context, self-reflection, and aspiring to excellence

OTHER ATTRIBUTES

11. Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment

CAPABILITY DEVELOPMENT FRAMEWORK

The Capability Development Framework (CDF) describes the essential competencies that are needed in all ACU staff to achieve our strategy and support our Mission. The CDF is one of several frameworks and standards that express the University's expectations of the conduct, capability, participation and contribution of staff (such as the Code of Conduct, the Learning for Life Framework and the Academic Performance Matrices).

The CDF applies to everyone. It enables a whole-of-organisation approach to developing and strengthening capability, and it is part of the ongoing investment by the University in the professional development of our staff.

The CDF enables a clear view of the competencies that support achievement of excellence. It supports conversations between staff and supervisors in identifying

professional development opportunities, both to strengthen capability in the current role and understand expectations at the next level.

Further information is available on the [ACU Website](#).



SALARY AND BENEFITS

The University has a broad range of employment conditions and benefits available to staff members. These include:

- Standard fortnightly salary payments
- Flexible Working Conditions which aim to support ACU's commitment to Work-Life Balance
- Generous employer superannuation contributions of up to 17%, with flexible employee contribution options
- Salary packaging* including rebatable employer status
- A comprehensive range of professional development programs and opportunities
- Study support entitlements, encompassing leave and financial assistance

GENEROUS LEAVE CONDITIONS:

- 33 Recreational leave days per annum including Annual leave (20 working days), public holidays (10 working days) and University closure at Christmas (3 working days)
- 17½% Annual leave loading
- 20 working days personal leave per annum, which incorporates a number of leave types, including sick leave, carers leave, to move house, to attend graduation, to recognise culturally significant events

- Long Service Leave - eligibility after 7 years of service
- Recognition of previous service from other Australian higher education institutions for long service leave purposes*
- Parental leave provisions* including maternity, paternity, adoption, foster and child rearing.

*conditions apply

REBATABLE EMPLOYER STATUS:

As a rebatable employer Australian Catholic University is eligible for a rebate of 48 per cent of the amount of Fringe Benefit Tax (FBT) that would otherwise be payable.

The grossed-up taxable value of benefits that can be provided to an ACU employee per FBT year, without losing the rebate concession, is capped at \$30,000.

Most ACU employees will benefit from salary packaging such items as motor vehicles, superannuation and laptop computers, however only income earners falling in the higher tax brackets are likely to benefit from salary packaging 'Full FBT Items' such as mortgage payments, rent and credit card payments. This is dependent on personal circumstance and independent financial advice.

ACU employees, dependent on individual circumstance, have access to the following benefit items for salary packaging purposes:

CATEGORY A (FBT EXEMPT) BENEFIT ITEMS

- Personal Portable Computers – Notebook/ Laptop
- Car Parking
- Superannuation (must be a complying fund)
- Financial Counselling Fees
- Salary Packaging Administration Fees

CATEGORY B (CONCESSIONALLY TAXED) BENEFIT ITEMS

- Motor Vehicle (for private use) via Novated Leases

CATEGORY C (FULL FBT) BENEFIT ITEMS

- Own Home Mortgage Payments
- Private Home Rental Payments
- Amounts payable on or amounts already paid off credit cards (not debit cards)

OUR CAMPUSES



BRISBANE CAMPUS (MCAULEY AT BANYO)

Situated in the northern suburb of Banyo, the campus is 12 kilometres from the Brisbane city centre. The campus is set on 40-hectares of beautiful natural surroundings. The campus combines state-of-the-art facilities with a history extending back to 1863.



NORTH SYDNEY CAMPUS (MACKILLOP)

Just a five-minute train ride over the famous Sydney Harbour Bridge from the Sydney city centre, the campus is conveniently located in the North Sydney business precinct.



STRATHFIELD CAMPUS (MOUNT SAINT MARY)

Situated in one of the older, established suburbs in Sydney, the Strathfield Campus is located 15 kilometres west of the Sydney city centre. It incorporates gracious buildings, including an Italianate Romanesque style chapel, and is set in beautifully landscaped grounds.



MELBOURNE CAMPUS (ST PATRICK'S)

The campus is conveniently located on the fringe of Melbourne's Central Business District (CBD). It is within a short walk to the popular retail strips of Brunswick Street and Smith Street with their variety of cafés, shops and art galleries. Some of Melbourne's finest parks, gardens and recreational facilities are also within easy walking distance from the campus.



BALLARAT CAMPUS (AQUINAS)

Ballarat is 125 kilometres west of Melbourne. The campus is located near Ballarat's commercial centre within easy reach of facilities. The beautiful old buildings of the campus reflect the history of the town.



CANBERRA CAMPUS (SIGNADOU)

Situated about five kilometres from the Canberra city centre, the campus is small and friendly with around 40 staff and 600 students.



ADELAIDE CAMPUS (ST FRANCIS OF ASSISI)

The campus is located in the suburb of Thebarton where it is very conveniently co-located with the Offices of the Catholic Education South Australia (CESA).



ROME CAMPUS

Located within a short distance from the Vatican, the centre will offer living quarters for undergraduates, a wing for postgraduate students, apartments for visiting faculty, a chapel, garden and other amenities.