Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team	University Library, Library Services (Experience and Engagement)
Location	Primary campus/Flexible, all campuses
Classification	HEW level 9
Reports to	Director Library Services (Experience and Engagement)

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

Strategic Plans – Deakin 2030: Ideas to Impact

Benefits of working at Deakin

Overview

The Manager, Experience Design leads a range of strategic programs and initiatives that design and deliver innovative user-centric digital and physical library service experiences to engage and add value to the teaching, learning and research outcomes of the Deakin community. This is achieved via a collaborative, strategy focused approach that consults and identifies opportunities to design and develop high-quality experiences across the Library's physical and digital environments. The role works with collaboratively with colleagues across the University and Library and within the Experience and Engagement directorate using a combination of user experience research techniques, emerging trends and evidence-based methodologies as well as analytics to develop and implement strategic priorities and improvements to the design of library experiences.

Reporting to the Director, Library Services (Experience and Engagement) the role will

· Develop and steward the Library's experience strategy.
· Contribute expertise to Library strategic planning processes and the leadership of the Experience and Engagement directorate.
· Oversee the delivery of consistent, high-quality, useful, and usable library experiences to University and Library digital and physical environments.
· Contribute to the development of enterprise web policies and governance.
· Lead with values, ethics and emotional intelligence to grow team resilience, inclusion and performance and set clear standards of expected behaviour and celebrate and reward outstanding performance.
· Conceptualise local plans in alignment with University strategies and monitor progress and risks, adapts personal and team priorities and plans as required.
· Analyse problems, weigh up a range of options to identify accessible and inclusive solutions and translate complex issues into clear and understandable goals and targets for Deakin.
· Actively encourage and coach others to question traditional assumptions, promotes ideas and review practices and policies and translate into workplace improvements.
· Actively promote and drive inclusive change using broad influencing skills to gain support and overcome barriers and gain stakeholder support and generate enthusiasm about change.
· Support and guide others in managing stress, role model optimism in times of change and strive for balance in behaviour in terms of inclusivity, sustainability and excellence.
· Act as a coach and work with team members to facilitate growth and development by giving balanced, constructive feedback considering individual capability and team performance, in alignment with Deakin's code of conduct and core university strategies and policies that promote a safe, sustainable and productive working environment.

Accountabilities

· Use knowledge of key business drivers to inform the development of concepts and strategies and use information from a diverse range of people, groups and resources to make critical strategic decisions.

· Translate complex issues into clear and understandable goals and targets for Deakin and encourage and coach others to question traditional assumptions and review practices and policies

· Manage workloads and resources to deliver agreed outcomes and establish systems and procedures to guide work and track progress. Continually evaluate progress and re-prioritises work based on changing needs.

· Integrate multiple data sources to seek trends and analyse specific challenges. Discusses and understand broad constructs rather than concrete examples and implement solutions, evaluate effectiveness and adjust actions as required.

· Draw on a range of information sources to identify new ways of doing things and ways of being inclusive to ensure implementation of continuous improvement strategies in own work area. Use accepted theory and practices to develop and deploy continuous improvement actions.

· Set a positive example of achievement and inspire others to succeed with ethics and recognise and reward performance and behaviours that contribute to the delivery of results and high-quality outcomes that meet the needs of a diverse range of stakeholders.

· Gain stakeholder support and generate enthusiasm about change and develop a safe environment to express views and promote inclusive and respectful issue resolution.

· Provide tailored coaching to enable individuals to deliver high quality solutions and set clear standards of expected behaviour. Lead with values, ethics and emotional intelligence to grow team resilience, inclusion and performance. Actively look for opportunities to celebrate and reward outstanding performance.

Selection

· Postgraduate qualifications and extensive relevant experience; or

· Extensive experience and management expertise; or

· An equivalent combination of relevant experience and/or education/training.

· Extensive knowledge of experience design, including interaction design, digital experience design and content management.

· Extensive demonstrated knowledge of user experience methodologies and analysis.

· Extensive knowledge of library technologies and trends, including the applications of emerging technologies.

· Extensive experience in managing complex, projects.

· Extensive experience leading teams of technical and non-technical staff.

· Experience in a university or education sector.

Capabilities

·   **Leads Culture** creates transparent, engaged and inspiring cultures, leads culture change.
·   **Develops Talent** develops inclusive, capable and engaged teams to meet organisational needs.
·   **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
·   **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
·   **Innovates** creates an environment where creativity and innovation are valued.
·   **Inspires Results** translates strategic priorities into reality, inspires outcomes through others.

Special Requirements

·   This position may require the incumbent to occasionally work outside business hours.
·   This position may require the incumbent to travel from time-to-time within Victoria, domestic and/or international to attend conferences, events and to represent the university.
·   This position requires the incumbent to hold a current Working with Children Check

Note The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.