**Details**

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| Area  | Deputy Vice-Chancellor Academic Portfolio |
| Team  | University Library, Library Services, Engagement and Experience |
| Location | Waterfront |
| Classification  | HEW level 5 |
| Reports to  | Coordinator, Waterfront and ADPML Library |

**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](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3D7BKMI3qRyzE&data=05%7C01%7Cjane.hayes%40deakin.edu.au%7Ce33b06c185c442cea81508dbf51cd08c%7Cd02378ec168846d585401c28b5f470f6%7C0%7C0%7C638373276329005952%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=vNdpqF%2BB%2FS93ST%2BpbPcZC5wHC6XS2FNW%2BgcpKCdepUk%3D&reserved=0), 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](https://www.deakin.edu.au/about-deakin/vision-and-values/strategic-direction)

[Benefits of working at Deakin](https://www.deakin.edu.au/about-deakin/careers-at-deakin/why-work-at-deakin)

**Overview**

The Client Experience Librarian will provide high quality information services to enable maximum access for Library clients to information, services, facilities, and library resources in support of the Deakin University community and in accordance with the Deakin’s 2030 Ideas to Impact strategy and the Library Plan. The position is in daily contact with students, academic and professional staff via key communication channels, such as chat, phone, email and in person on-campus.

The position frequently liaises with staff from across Library directorates and contributes to Library wide initiatives and programs, including the transition and outreach programs. This role is a critical enabler of the Library’s delivery of client-focused and engaging services to the academic community.

Reporting to the Coordinator, Waterfront and ADPML Library the Client Experience Librarian will

* Clarify expectations and respond promptly to client requests, queries, or complaints to ensure client needs are met to agreed standards and timelines.
* Consult with available sources to gather relevant information and seek the expertise and advice of other people as appropriate.
* Adhere to University governance, including work instructions, procedures and guidelines to enable and support the delivery of operations
* Ensure a high-level of customer service, adhere to all quality requirements and participate in reviews of work practices to identify opportunities.
* Deliver effective and efficient services to customers by resolving enquiries and providing appropriate information resources at the point of need or referring where necessary.
* Monitor and audit enquiry trends and report to Campus Coordinators where required.
* Collaborate closely with library teams, and Deakin support services where appropriate.
* Engage in process improvement activities and adopt new ideas to enhance process efficiency and the client experience.
* Contribute to the development and implementation of processes and procedures.

**Accountabilities**

* Coach, guide and support team members as needed to deliver against individual, team and University goals and recognise the importance of teamwork and of effective communication amongst team members and build rapport within immediate team in ways that are respectful and inclusive of others.
* Role model professional and ethical behaviours. Consult with available sources to gather relevant information and seek the expertise and advice of other people as appropriate.
* Clarify expectations and respond promptly to customer requests, queries, or complaints to ensure customer needs are met to agreed standards and timelines and seek to understand the audience by increasing knowledge of a diverse range of communication needs.
* Presents information in a clear and structured way and communicates concisely by focusing on key messages and checks that messages delivered are understood and tailor communication style and message according to audience needs
* Actively seek to maintain positive relationship and support team members in times of pressure and change and build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships.
* Take personal responsibility for meeting goals and objectives and for contributing to an inclusive team environment and take an organised and methodical approach to work, regularly plan time (workday / week / month) according to workload and track progress of work tasks.
* Engage in process improvement activities and adopts new ideas, approaches and changes to work practices and deliver effective and efficient outcomes and outputs against team and operational goals.
* Shows initiative and proactively steps in to do what is required to achieve goals and contribute feedback and suggestions and identify situations in which change is needed.

**Selection**

* Completion of a Degree and/or postgraduate qualifications in library and information science conferring eligibility for Associate membership of the Australian Library and Information Association or
* An equivalent combination of relevant experience and/or education/training.
* Demonstrated experience in front-line customer service with a commitment to excellence in customer service.
* Demonstrated experience in using a variety software applications and library operating systems.
* Understanding of the services offered in an academic library.
* Experience in developing operational procedures within a client focussed team environment.
* Experience in working effectively in a culturally diverse environment.
* Demonstrate the ability to exercise sound judgment, initiative, diplomacy, tact and discretion as well as proven experience handling sensitive and personal information in a confidential and appropriate manner.

**Capabilities**

* **Emotional Intelligence** manages emotions to positively influence behaviour.
* **Improves Work** proactively improves the efficiency and quality of processes and systems.
* **Plans work** plans the delivery of work while balancing priorities and resources.
* **Communicates** engages others through persuasive and influential communication.
* **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
* **Engages Other** establishes effective relationships to achieve shared goals.

**Special Requirements**

* This position requires the incumbent to work outside business hours (Flexible Ordinary Hours).
* This position will require the incumbent to regularly travel between campuses.
* 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.