

Position Description

Senior Coordinator Co-curricular Partnerships

Position No:	50001395
Department:	Student & Community Outreach & Engagement Section
School:	Library
Campus/Location:	Melbourne
Classification:	Higher Education Officer Level 8 (HEO8)
Employment Type:	Continuing, Full-Time
Position Supervisor: Number:	Senior Manager Student & Community Outreach & Engagement 50144708
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Description

Senior Coordinator Co-curricular Partnerships

Position Context

The La Trobe University Library provides the University with a clear strategic advantage in learning, teaching and research through the provision of the best possible information resources and services to support the University's strategic plan. We connect the La Trobe community with knowledge through integrated scholarly collections, proactive information services, managed learning spaces and best practice information management.

The Co-curricular Partnerships Team is within the Student & Community Outreach & Engagement Section of the Partnerships & Engagement portfolio. This portfolio also includes the Academic Outreach & Engagement Section.

The Co-curricular Partnerships Team is responsible for proactively connecting and engaging with students to improve our student experience and success through online and face-to-face services, communications and programs. The team delivers services in line with the *Library Learning and Teaching Partnership Framework*, which outlines the team's approach to supporting the student experience outside the curriculum, guides continuous improvement of programs so that they are relevant and accessible for students and is aligned with the University strategies. The team also uses other Library frameworks to guide delivery of services and programs e.g. the *Library Outreach and Engagement Framework*, the *Library Quality and Communication Framework*.

The Senior Coordinator, Co-curricular Partnerships contributes to an excellent student experience through the provision of relevant, timely, reliable and consistent information and referral services and develops and implements co-curricular strategies as part of the *Learning and Teaching Partnership Framework*. The incumbent manages the online and face-to-face query services and related collection management activities at all campuses and works with Senior Coordinators and other relevant staff within the Library to ensure optimal customer service and seamless delivery.

Duties at this level may include:

- Provide high quality Library experience in all contact modes to ensure every contact with the Co-curricular Partnerships Team is friendly, positive and professional, creating a high standard of service delivery.
- Lead the Co-Curricular Services Team to deliver library strategies to meet the University's strategic direction
- Collaborate with the Senior Coordinator, Learning & Teaching Partnerships, to identify, review and assess changes in client needs, and identify and develop new services and programs that enhance student learning and the student experience.
- Lead the implementation of key projects to meet changing and emerging needs.
- Manage resource allocation within this portfolio to ensure consistent levels of service delivery across all hours of opening at all sites.
- Make recommendations for the development of, and improvements to, frameworks, guidelines and processes as part of the ongoing review of Library Co-Curricular programs.
- Identify, develop and implement measures for appropriate service standards to deliver required services.
- Actively monitor performance to ensure quality and consistency of co-curricular services.
- Lead, develop and implement continuous improvement of services and service delivery.
- Day to day negotiation with other parties across the university, including Student Services and technology and facility support services, to ensure the consistent delivery of services.
- Collaborate with other Senior Coordinators within the Library to ensure optimal allocation of resourcing to meet student needs.

- Monitor and anticipate changes in internal and external environments to identify trends, strengths, weaknesses, opportunities and risks that may present potential strategic opportunities, or have an impact on the Library, to enable appropriate and timely action to be administered.
- Contribute to a culture of evidence-based practice in the Library through data collection, performance measurement and reporting in areas of responsibility.

Key Selection Criteria:

- A degree with substantial extension of the theories and principles, learned through experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated experience in coordinating service delivery in a high-demand, complex environment.
- Demonstrated high-level interpersonal, communication and negotiation skills and the ability to work collaboratively and cooperatively across teams.
- Experience in leading, motivating and developing a customer-focused team.
- Ability to set priorities, develop plans, make decisions and evaluate and monitor outcomes to deliver effective library services.
- Ability to develop new and innovative approaches to service delivery to meet identified and emerging needs.
- Demonstrated competence to operate and learn with confidence in a digitally connected and evolving environment

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Library Behaviours

Our Library behaviours reflect the La Trobe University Cultural Qualities:

- Connected: We are communicative and consultative
- Innovative: We are brave, innovative, agile and resilient
- Accountable: We are accountable, responsive and empowered to act
- Care: We are supportive, team focused, honest and client centred

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are **Connected**: We connect to the world outside — the students and communities we serve, both locally and globally.
- We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.
- We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.

- **We *Care*:** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials:

Date: