Position Description

Team Leader – Digital Library Initiatives

*Position Number: 00067776*

*Position Title: Team Leader, Digital Library Initiatives*

*Date Written: October 2018*

*Faculty / Division: DVC (Academic) School / Unit: UNSW Library Position Level: Level 8*

# ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia’s global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as ‘research intensive’ or ‘teaching intensive’. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

# Values in Action: Our UNSW Behaviours

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.

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# OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW Library is one of Australia’s major research libraries, with extensive scholarly information resources, services and facilities. It serves a large population of academic and research staff and students on two campuses and affiliated research institutes. The Library serves 3 million in-person visitors and 20 million online interactions a year and features world class collections, services and facilities. There are three library sites including Main Library and Herbert Smith Freehills Law Library (Kensington) and the Paddington Campus Library as well as a close working relationship with the Academy Library - UNSW Canberra – Australian Defence Form Academy (ADFA). The Library is a department within the Division of the Deputy Vice- Chancellor Academic (DVCA).

The Digital Experience and Innovation Unit manages, maintains, and develops the channels, platforms and applications that underpin the online delivery of scholarly information resources and online services provided by the Library to the UNSW community. The Unit ensures that library delivers innovative, user-focused and high-quality digital experiences. The Team Lead, Digital Library Initiatives provides effective leadership for the Digital Library Initiatives Team and ensures the development of a positive and agile team culture. The role oversees the ongoing development and upgrade of library applications and digital library services and works closely with both the external vendors and UNSWIT to achieve successful outcomes.

The Team Lead, Digital Library Initiatives reports to the Associate Director, Digital Experience and Innovation and has seven direct reports.

# RESPONSIBILITIES

Specific responsibilities for this role include:

* Support the Associate Director, Digital Experience and Innovation to build a user-centred and client- focused approach to digital delivery.
* Lead a team of professional staff and build a strong user-centred culture.
* Contribute to the effective functioning of the team by working beyond the listed key accountabilities to achieve team outcomes.
* Lead the testing of new releases and upgrades to ensure they meet the Library’s requirements.
* Ensure all tickets are dealt with in a timely manner.
* Direct the installation and implementation of service packs by other departments.
* Conduct and lead investigations into irregularities or programmatic shortfalls and proactively identify and resolve potential systems’ problems to achieve identified outcomes.
* Take responsibility for the Library’s register of outstanding issues and problems with the software.
* Establish, maintain and distribute documentation and procedures for the administration of the applications.
* Ensure system security and policy adherence, by ensuring the appropriate implementation and administration of the Library’s authorisation and access rights services for these application systems.
* Collaborate with Departmental Managers to develop and implement workflow improvements and ensure project deadlines and targets are met, in line with departmental needs and within budget.
* Oversee the production of technical and non-technical procedural and training documentation on the application systems and advise others in documenting procedures.
* Contribute to strategic and workplace planning and develop personal skills and goals by taking part in the University’s Workplace Planning and Career Development Scheme and in cross-library teams as appropriate. Contribute to cross-library teams as appropriate.
* Implement the UNSW health and safety management system within your area of responsibility.

# SELECTION CRITERIA

* A relevant tertiary qualification and relevant experience in Library and Information Management, Information Technology, Computer Science or similar; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
* Relevant experience in the management of Library application software and integrated Library management systems.
* Demonstrated in depth understanding of applications software functionality and the ability to prioritise functional requirements according to business needs.
* Demonstrated in depth understanding of integrated library management systems and the trends and developments in library technology systems.
* Ability to lead investigations into irregularities or programmatic shortfalls and proactively identify and resolve potential systems’ problems to achieve identified outcomes.
* Demonstrated ability to establish, maintain and distribute documentation and procedures for the administration of the applications.
* Knowledge of Agile methodologies, and experience working in an agile environment.
* Proven superior analytical, problem solving and planning skills.
* Demonstrated outstanding written and verbal communication skills and an exceptional ability to influence people at all levels.
* Demonstrated superior ability to lead change, to motivate staff and to encourage collaborative working relationships to achieve specific outcomes.
* Ability and capacity to direct and monitor the implementation and effectiveness of the safety management system.

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*