# Position Description

## Manager Academic Services, Faculty of Science and Health

### Client Services

### Division of Library Services

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|---|---|
| **Classification** | Level 8 |
| **Delegation band** | Delegations and Authorisations Policy (see Section 3) |
| **Special conditions** | N/A |
| **Workplace agreement** | Charles Sturt University Enterprise Agreement |
| **Date last reviewed** | 16th December 20221 |

# About Charles Sturt University

## Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

## Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia's pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

## Goals

To deliver on our purpose and vision, the university has three key goals:

1. Maintain the university's position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university's operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

## Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us.  Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

## Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting university's eight key performance indicators:

| **Our Students** | <ul><li>Commencing progress rate</li><li>Student experience</li></ul> |
|---|---|
| **Our Research** | <ul><li>Research income</li><li>Research quality and impact</li></ul> |
| **Our People** | <ul><li>All injury frequency rate</li><li>Engagement</li></ul> |
| **Our Social Responsibility** | <ul><li>Underlying operating result</li><li>Community and partner sentiment</li></ul> |

# Division of Library Services

## Client Services

**The Division of Library Services provides** high quality information services and resources to support students, staff, and all members of the University campuses and its communities. We aspire to excellence in the provision of innovative library services delivered online, on-campus, and via distance services.

The Client Services section is responsible for ensuring all client groups have equitable access and appropriate skills and support to use the Library's information resources.
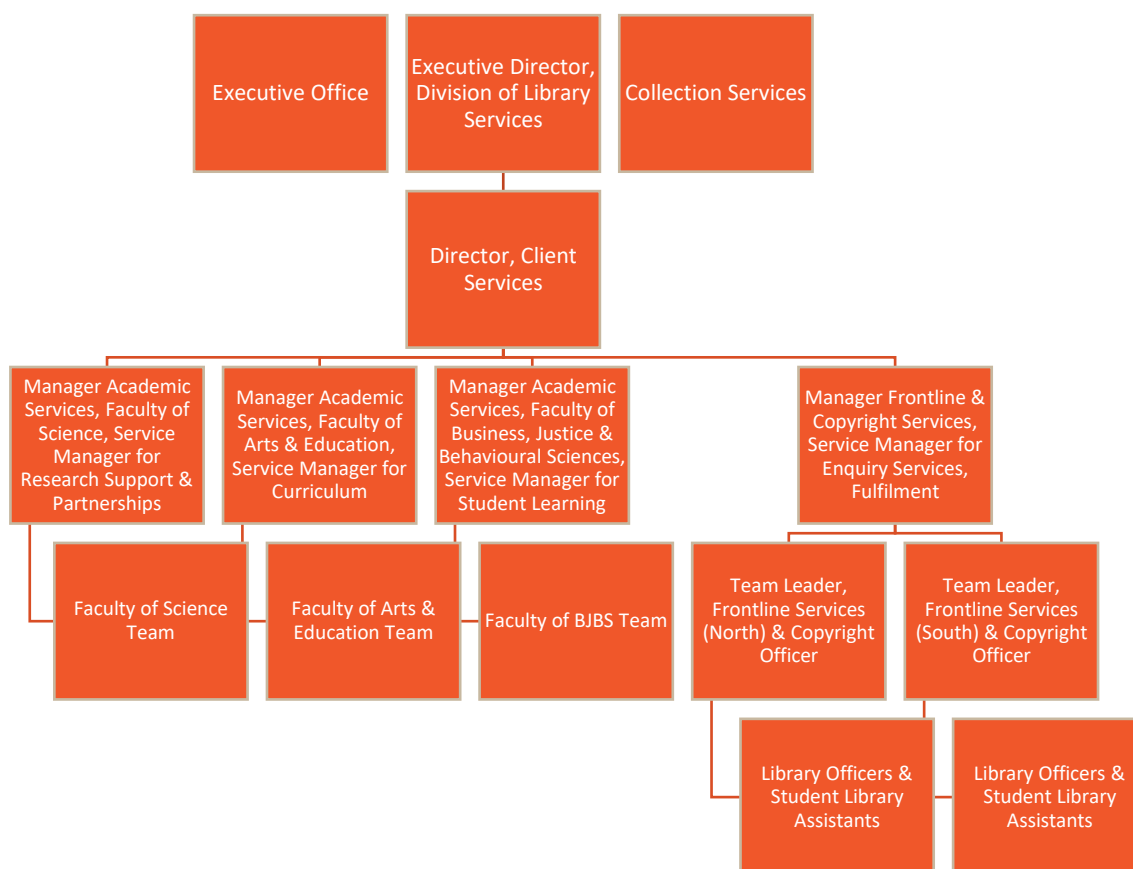
This is achieved through:

- providing integrated and targeted library and information support to students, academic staff, researchers, and other library clients;
- lending and/or scanning physical resources to staff and students, both on and off campus, or to external clients;
- providing access to flexible learning spaces, facilities and technology, in collaboration with other sections and Divisions;
- adopting embedded and scaffolded approaches to providing information and digital literacy support and training;
- maintaining academic and University partner relationships; and
- marketing library services and facilities.

Staff in Client Services can work flexibly across the various teams as required.

## Organisational chart

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┌──────────────┐  ┌──────────────────┐  ┌──────────────────┐
│   Executive  │  │ Executive        │  │   Collection     │
│    Office    │  │ Director,        │  │    Services      │
│              │  │ Division of      │  │                  │
│              │  │ Library Services │  │                  │
└──────────────┘  └──────────────────┘  └──────────────────┘
                           │
                  ┌──────────────────┐
                  │ Director, Client │
                  │    Services      │
                  └──────────────────┘
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**Manager Academic Services, Faculty of Science, Service Manager for Research Support & Partnerships**

**Manager Academic Services, Faculty of Arts & Education, Service Manager for Curriculum**

**Manager Academic Services, Faculty of Business, Justice & Behavioural Sciences, Service Manager for Student Learning**

**Manager Frontline & Copyright Services, Service Manager for Enquiry Services, Fulfilment**

Faculty of Science Team

Faculty of Arts & Education Team

Faculty of BJBS Team

Team Leader, Frontline Services (North) & Copyright Officer

Team Leader, Frontline Services (South) & Copyright Officer

Library Officers & Student Library Assistants

Library Officers & Student Library Assistants

## Reporting relationships

**This position reports to:**     Director Client Services

**This position supervises:**     A Faculty Team of approximately 7 FTE staff, comprising Senior

Client Services Librarians and Client Services Librarians.

## Key working relationships

- Client Services Leadership Team: Manager Academic Services x 2; Manager Frontline and Copyright Services. The Leadership Team comprises the Service Managers and Service Owner for the portfolio.

- Leaders in Faculties, Research Institutes and Divisions, including the Office of Research Services and Graduate Studies.

- Collection Services section, including the Manager Information Resources

## Position overview

The Manager Academic Services has two key roles:

1. As the service manager for Research Support services, lead and manage library services which support the researchers of the University.

2. Lead and manage a dispersed team of librarians to provide integrated Learning, Teaching and Research support to one of the University's three Faculties.

The Manager Academic Services will manage a team of librarians who are working across the Division's Information Literacy and Research Support Services, ensuring highly professional, client focused responses to Faculty needs. The team will provide services to and liaise with one of the three University Faculties, and may also be assigned University Research Institutes and other groups to liaise with. You and the Senior Client Services Librarians in your team will represent the Library at Faculty or School meetings. In consultation with the Director, you manage staffing levels within your faculty team. Working within the Client Services Leadership Team, you lead a professional and high performance culture in staff, and model CSU values in your actions. Working in a complex environment, you will use your high level organisational and time management skills to set priorities, work independently, and perform well under pressure.

As the service manager for Research Support, you will work collaboratively to provide leadership for staff across the Division on supporting Researchers. The service involves librarians giving advice and instruction to academic staff, researchers and higher degree students. It includes providing skilled assistance in the development of search strategies, advice, promotion and adoption of open access, related grant applications, research data management process and scholarly publishing strategies.

You will contribute to service scope and development, and lead strategies, projects and initiatives that will enhance the client experience at Charles Sturt University.

You will provide analysis of service quality to the Director Client Services, and lead service review and continuous improvement. Flexible and innovative solutions will be designed and delivered to ensure alignment with Divisional and University outcomes, and to enhance and reinforce a positive service culture. You will liaise strategically with university partners.

As part of a cohesive Client Services team, you will develop and implement programs involving significant change that may impact on other areas of activity. You will work in particularly close partnership with the service manager for Student Learning to ensure a consistent approach to resource creation, and with the service managers for Curriculum Support and Student Learning to advance Graduate Learning Outcomes.

## Principal responsibilities

*Service Management*

- Manage the Division's Research Support service to promote and deliver effective and high quality responses to researchers, and provide analysis and reporting as required.

- Foster a culture of innovation and continuous service improvement by regularly reviewing service activities, performance measures, processes and systems, constructively responding to feedback, making recommendations to optimise performance and impact.

- Actively engage in the development, review and implementation of policy, business processes and systems for library Research Support, providing expert advice, analysis and recommendations for improvement and implementing new solutions.

- Contribute to service scope and development, and lead strategies, projects and initiatives that will enhance the researcher experience at the University. This will typically be in collaboration with the Office of Research Services and Graduate Studies.

- Developing and implementing effective communication and promotional strategies for the Library's services to researchers.

- Maintain an up to date working knowledge of issues in the higher education sector, key legislation, policies, procedures and of relevant systems and technologies that underpin Research Support service activities and customer service delivery. Monitor developments in ERA and other reporting requirements relating to research output and research impact, ensuring that the Library is in concert with and providing support for these requirements.

*Team Leadership*

- Lead a team to deliver our full range of library services to University clients, including supervising, developing and reviewing staff to create a professional high performance team.

  - Foster a culture of learning and development, and develop, implement and evaluate programs of training for library staff and relevant staff of the University.

- Manage staff and financial resources effectively and within budget.

*General Responsibilities*

- Build and maintain effective and productive relationships with a wide range of stakeholders, partners and institutes, including successfully liaising, reporting and negotiating at a management level.

- Contribute to Library strategic planning and implementation, lead or coordinate projects, and participate in meetings and committees providing subject matter expertise.

- Represent the Library and University in a positive and professional manner including

  o Representation on a range of internal committees and forums

  o Participation in University events and ceremonies

  o Contribution to industry forums, conferences, and community events.

- Any other tasks and activities appropriate to the classification as directed by the supervisor.

## Role-specific capabilities

This section comprises capabilities from the Charles Sturt Capability Framework identified as essential or critical for success in this role.

| | |
|---|---|
| **Live our values** | Uphold the Charles Sturt University values daily in our own behaviours and interactions with others. |
| **Take action** | Weigh up risks and make prompt decisions, backing ourselves and each other (delivery of strategies, projects). |
| **Network** | Bring people together and build relationships that deliver desired benefits and outcomes. |
| **Influence** | Create compelling arguments to persuade others and promote ideas that add strategic value. |
| **Lead and supervise** | Set directions and standards, delegate, motivate, empower, develop others, recruit talent. |

## Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.

- On occasion drive a vehicle distances up to 500km per day within the terms of the university's Driver Safety Guidelines

## Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

### Essential

A.   A degree with substantial extension of the theories and principles, normally requiring at least eight years relevant graduate experience; or a range of management experience; or postgraduate qualifications with relevant experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience. Eligibility for Associate membership of the Australian Library and Information Association.

B.   Demonstrated experience in the development, implementation and evaluation of high quality, client - focused services delivered in an online environment, making recommendations for improvement, and implementing new solutions.

C.   Superior skills in supervising and managing dispersed teams in a complex environment and demonstrated capability to lead across functional teams.

D.   Excellent negotiation, presentation, interpersonal and communication skills, including experience in the research and preparation of briefing papers and reports, project documentation, committee papers and the ability to build effective working relationships/partnerships.

E.   Demonstrated knowledge of trends in research support in Australian Universities.

Brisbane

**New South Wales**

Dubbo

Port Macquarie

Orange

Bathurst

Goulburn
NSW Police Academy

Sydney

Wagga Wagga

Canberra

Albury-Wodonga

Wangaratta
Regional Study Centre

**Victoria**

Melbourne

● – Capital city   ● – Campus location