POSITION DESCRIPTION

**Student and Scholarly Services**

**Chief Operating Officer Portfolio**

Library Service Officer (Architecture, Building and Planning)

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| **POSITION NUMBER****PROFESSIONAL CLASSIFICATION STANDARD/SALARY** |

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|  |  0039975 |

UOM 4 - $76,901 - $81,615 per annum (pro rata for part-time) |
| **SUPERANNUATION** | Employer contribution of 17% |
| **WORKING HOURS** | Full Time (0.8 FTE) |
| **BASIS OF EMPLOYMENT** **HOW TO APPLY** | Fixed term available to 18 August 2025Online applications are preferred Online applications are preferred. Go to <http://about.unimelb.edu.au/careers>, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’), then find the position by title or number. |
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| **CONTACT** | Lucy Napthali, Senior Librarian (Library Services and Spaces)Tel +61 435 680 542Email: lucy.napthali@unimelb.edu.au |

For information about working for the University of Melbourne, visit our website:

[about.unimelb.edu.au/careers](https://about.unimelb.edu.au/careers)

**ACKNOWLEDGEMENT OF COUNTRY**

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

**THE UNIVERSITY OF MELBOURNE**

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

**CHIEF OPERATING OFFICER PORTFOLIO**

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

• Business Services

• Chief Finance Officer Group

• Legal and Risk

• Office of the COO

• Operational Performance Group

• Research, Innovation and Commercialisation

• Student and Scholarly Services

**STUDENT AND SCHOLARLY SERVICES**

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

**EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION**

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

**ABOUT THE ROLE Position Purpose:**

The Library Service Officer delivers frontline library services that support learning, teaching, and research activities at the University of Melbourne. Discipline based service teams are based in the Library Services and Spaces team within the Scholarly Services Program. This position is principally located in the Architecture, Building and Planning Library but also supports frontline services at other libraries as required. Library Service Officers are the

welcoming face of the University Library and provide a continuously improving standard of service which is focused on the needs of the students and staff of the University from the Library’s service points. The purpose of the role is to staff service points and provide information services, including handling reference and circulation inquiries; lending and associated materials handling services; general information on the University’s available student services; assistance with collection management and scholarly literacy services. When not rostered at the service point, Library Service Officers perform a range of library activities that may include assistance with collection maintenance; resources development, document delivery and interlibrary loans; equipment and materials handling such as processing returns.

Reporting line: Senior Librarian, Library Services and Spaces

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

**Key Dimensions and Responsibilities:**

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: University wide

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at [http://safety.unimelb.edu.au/topics/responsibilities/.](http://safety.unimelb.edu.au/topics/responsibilities/)

Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

**Core Accountabilities:**

• Provide high quality, and continuously improved library frontline services through the following channels: face-to-face (e.g. service point); online (e.g. chat and email); and telephone and escalate queries when necessary

• Conduct effective reference interviews to perform and interpret searches for resource discovery using scholarly information resources including databases and discovery systems.

• Triage information and circulation queries, and judge when referral is necessary within agreed service frameworks

• Assist in providing a pleasant and secure client environment by supervising public areas within library buildings as required

• Work collaboratively and flexibly with colleagues across Student and Scholarly Services to contribute to achieving agreed objectives

• Provide additional support as required to undertake components of collection maintenance, support for Inter-Library Loans, High Use, Article Reach and the Readings Online Services

• Develop, maintain and enhance currency of skills and knowledge and high standards of service delivery

• Participate in University activities for student-centred events such as assisting with Exams, Orientation Week and Open Day

• Actively foster and support best practice in the library experience for staff and students alongside library colleagues

**Selection Criteria:**

Education/Qualifications

1. The appointee will have: Completion of a Diploma of Library/Information Studies (LIS). Eligibility for membership of the Australian Library and Information Association (ALIA). Library technician level of skill and knowledge. Tertiary qualifications in a relevant discipline and or equivalent mix of education and relevant experience

Knowledge and skills:

2. Demonstrate COO values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace

3. Ability to work effectively as a team member

4. Demonstrated ability to provide excellent customer service

5. Knowledge of library circulation systems (particularly Sierra) and policies and experience in delivering circulation services

6. Ability to demonstrate initiative, instigate and undertake routine tasks with minimum supervision, seeking advice where required

7. Well-developed interpersonal, negotiation and written/oral communication, skills, including an ability to establish good working relationships with key stakeholders and a strong client-focus

8. Demonstrable capacity for self-motivation and initiative in delivery and provision of excellent customer service

**Other job-related information:**

Work outside of standard business hours and travel between sites may be required.

**Special Requirements:**

Employment in this position is conditional upon receipt and maintenance of a Working with Children Check.