

Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team	University Library, Library Services and Experience
Location	Warrnambool
Classification	HEW level 7
Manager Title	Manager, Campus Libraries and Enquiry Services

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, 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](#)

[Benefits of working at Deakin](#)

Overview

As the Warrnambool Library Coordinator, this role is responsible for the provision and development of campus library services and the management of the team of staff at Warrnambool Campus Library. As part of a cross-campus team, the role is also responsible for the provision of Scholarly Services to the campus and the delivery of expert, discipline-based Library services that facilitate productive and impactful relationships with students, academics, and professional staff and support the digital literacy and scholarly information needs of the university community, supporting successful outcomes in work and study.

Reporting to the Manager, Campus Libraries and Enquiry Services the role will

- Co-ordinate and manage the provision of information services and facilities to ensure the effectiveness of these operations by developing efficient, cost-effective work practices and procedures and monitoring service performance and activity.
- Manage and co-ordinate a campus-based team including mentoring, recruitment, training, and performance appraisal. Coach, guide and support team members as needed to deliver against individual, team and University goals.
- Assist with the evaluation and rationalisation of the Library's collections based on collection assessment and usage data, working with the Library Services Information to achieve outcomes within established timelines, standards and budget.
- As part of a cross-campus team, design, deliver and evaluate digital literacy programs to meet students' needs to enhance learning experiences.
- Provide expert information assistance and faculty outreach to the Deakin University community that reflects a customer service ethos, to maximise the use of Library resources, services and facilities.
- Use expertise to identify opportunities to triage complex information requests and opportunities to the program delivery leads or library partners.
- Demonstrate a high level of learning, energy and commitment and maintain personal integrity and make decisions consistent with university values.
- Build productive relationships with a diverse range of stakeholders both inside and outside the University.
- Work cooperatively with other Campus Coordinators to support cross campus team members as a cohesive leadership group.

Accountabilities

- Distil the core issues from complex information and draw accurate conclusions and present logical arguments that address the core issues. Condense complex information and next steps into simple concise terms that others can understand.
- Draw on a diverse range of people, groups and resources to identify new ways of doing things and use knowledge of innovation principles to analyse current processes and practices.
- Establish and demonstrate a high level of learning, energy and commitment and welcome feedback from others and use this feedback to improve learning.
- Prioritise work and critical activities, evaluate progress, identify relevant solutions and select the most appropriate from the range of alternatives. Challenge existing processes by formulating creative and inclusive alternative solutions and benefits.
- Identify situations in which change is needed and understand and communicate the reasons for the change. Implement change through appropriate channels and overcome obstacles to change.
- Give balanced, constructive feedback that takes into account individual capability and supports team performance. Ensure team members responsible for implementing work priorities have role clarity, the authority to act and feel empowered and supported to act. Implement strategies to promote positive emotional wellbeing across the team.
- Actively seek feedback from customers regarding their satisfaction with products or services received. Respond to feedback with openness and transparency and seek to identify ways to better service the customer.
- Build new relationships with key and influential individuals both within and outside the University.

Selection

- A Degree and/or postgraduate qualifications in library and information science conferring eligibility for Associate membership of the Australian Library and Information Association, or
- Extensive experience and management expertise in technical or administrative fields; or
- An equivalent combination of relevant experience and/or education/training.
- Experience in the design and delivery of face to face and online Library workshops and modules.

Capabilities

- **Communicates** engages others through persuasive and influential communication.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Authenticity** leads with values and in an open, transparent and consistent way.
- **Develops Talent** develops inclusive, capable and engaged teams to meet organisational needs.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

Special Requirements

- This position may require the incumbent to occasionally work outside business hours.
- This position will require the incumbent to occasionally 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.