

Position Description

Manager Digital Innovation

Position No:	NEW
Department:	Student & Community Outreach & Engagement Section
School:	Library
Campus/Location:	Melbourne
Classification:	Higher Education Officer Level 9 (HEO9)
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>

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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 Digital Innovation Team is within the Student & Community Outreach & Engagement section of the Partnerships & Engagement portfolio. This portfolio also includes the Academic Outreach & Engagement section.

The team is responsible for ensuring that the planning, development and evaluation of the library digital experience is integrated across all Library functions and enhances the Library's online effectiveness through deliberate and targeted use of new and emerging educational technologies. The team provides tools and expertise to ensure capacity for digital innovation is developed and nurtured in the Library staff resulting in production of quality online learning resources and digital experiences. The team delivers services in line with the Library eLearning Blueprint and also uses other Library frameworks to guide delivery of services and programs e.g. the Library Outreach and Engagement Framework, the Library Quality Framework and the Library Communication Framework.

The Manager Digital Innovation provides leadership, coordination and expertise in elearning, website applications, personalised user interfaces and digital innovation across the Library. The position works closely with Library staff, in particular Senior Managers, in relation to the design, implementation, accessibility, quality assurance and evaluation of the library digital experience and digital initiatives.

Duties at this level may include:

- Provide high quality Library experience in all contact modes to ensure every contact with the Digital Innovation Team is friendly, positive and professional, creating a high standard of service delivery.
- Mentor, coach and develop staff and responsibly manage all levels of performance
- Responsible for all aspects of the Library website and discovery platforms and their usability
- Provide leadership and advice in all areas of eLearning development, UX and digital innovation to facilitate the achievement of Library's strategic objectives.
- Coordinate the design, development, implementation, accessibility, quality assurance and evaluation of library digital experience initiatives aligned with the library eLearning blueprint
- Collaborate with the Coordinator Library Discovery Platforms to customise user discovery interfaces within library systems.
- Lead the Library Digital Innovation team including supervising, training and motivating staff to create a high performing team that delivers agreed outputs aligned with Library strategies.
- Provide expert advice on new digital learning and teaching developments and related technologies and trends to encourage the use of the latest methods
- In collaboration with the Senior Manager Collections and Access lead the Integrated Library Management System (ILMS) and discovery services to provide a customised and personalised user experience
- Build Library staff capability in instructional design in digital environments, technologies and tools as part of Library staff professional development program
- Contribute to Library strategic planning and implementation, lead or coordinate projects and participate in Library, University and sector meetings and committees providing subject matter expertise

- Represent the Library on relevant committees and groups in the University to ensure the Library's digital inputs to teaching, learning and research are readily accessible from University enterprise systems and services.
- Lead projects relating to the development and enhancement of the Library's online resources.
- Authorise content published to the website to ensure compliance with Library guidelines and policies.
- 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, extensive management expertise and supporting experience, or postgraduate qualifications and extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- High level expertise and extensive experience in elearning, digital innovation pedagogy, design, technologies and program implementation
- Demonstrated capability to contribute to strategy development, and plan and manage projects
- Demonstrated ability to establish and maintain sound working relationships internally and externally and to communicate effectively on a range of sensitive and complex issues
- Demonstrated experience in managing internal and external relationships to deliver innovative outcomes to meet University and Library objectives
- Demonstrated experience in management and allocation of resources to deliver on agreed projects and outcomes
- Strong interpersonal skills including the ability to negotiate, influence and build relationships
- Excellent analytical and decision-making skills.
- Demonstrated experience developing innovative solutions and contributing to strategic and operational planning.
- Experience in leading, motivating and developing a customer-focused team.
- 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.

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Initials: Date: