POS


POSITION DESCRIPTION

POSITION TITLE: General Manager, Library Customer Services
CLASSIFICATION LEVEL: Bond Level 7
SCHOOL/OFFICE: Library Services
DATE POSITION CLASSIFIED: May 2017

PURPOSE OF THE POSITION: The General Manager, Library Customer Services is a senior leadership role within the Library. The role contributes to strategic planning and decision making and is responsible for direction and leadership in the design and delivery of innovative library services. This includes developing, implementing, monitoring and evaluating services across the Main and Law Libraries. With a focus on leadership and innovation this role develops strategy and evolves services and technologies to meet a complex and changing academic landscape.

REPORTING RELATIONSHIP:

University Librarian

General Manager, Library Customer Services

Manager Law Library
Manager Customer Services

Faculty Librarians & Librarians (Casual)

The Library Services structure is team-based with minimum emphasis on traditional hierarchy.

SELECTION CRITERIA:

- **Education and Qualifications:** A degree and/or postgraduate qualification in library and information science or an equivalent combination of relevant knowledge, training and library or information management experience necessary to undertake the duties required.
- **Knowledge and experience:** Knowledge of the impact of existing and emerging technologies on information services and scholarly communication. Understanding of the impact of professional and industry trends relevant to the university library. Knowledge of learning styles and library engagement strategies. Subject expertise relevant to the teaching, learning and research disciplines of the University.
- **Leadership and management:** Demonstrated leadership and management experience in a rapidly changing higher education services environment. Demonstrated ability to manage human and material resources.
- **Planning and organizing skills:** Relevant management expertise in planning and implementing major library programs. Proven experience in managing competing priorities to ensure team performance indicators are met.
- **Communication skills:** Excellent oral and written communication, negotiation and presentation skills including the ability to write corporate reports. Demonstrated experience in developing effective relationships with stakeholders and strategic partners.
- **Teamwork:** Demonstrated ability to motivate staff and foster teamwork to achieve strategic vision and purpose. Experience in leading and managing change.
- **Customer service:** Demonstrated experience in leading delivery of customer-focused library and information services to enhance learning, teaching and research. Proven experience in service innovation in response to a changing environment to meet the needs of customers.
- **Information Literacy:** Proven ability to design, deliver and provide strategic direction to digital literacy programs.
- **Initiative and adaptability:** Proven ability to initiate new services. Strategic thinker committed to self-improvement.

**DESIRABLE CRITERIA:**
- Post-graduate qualification in education or another relevant field
- Knowledge of printing services.

**ROLES AND RESPONSIBILITIES:**

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<th>COMPETENCY: Leadership and management</th>
<th>RESPONSIBILITY:</th>
<th>PERFORMANCE INDICATORS:</th>
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| Plan lead and manage the work of Faculty Librarians, the Law Library team and the Customer Services team to support learning, engagement, and research support | • Positive customer outcomes  
• Effective deployment of staff resources to support teaching learning and research are made available  
• Positive customer feedback in surveys, etc.  
• Learning outcomes for training programs are achieved  
• Digital and print resources meet student and staff requirements  
• Cost-effective and efficient approach to collection management  
• Electronic resources are linked into the online learning management system (iLearn@Bond) | |
| Lead the development of Library engagement and support services | | |
| Coordinate delivery of Faculty Librarian learning, teaching and research support services | | |
| Contribute to collection development and information access management | | |
| Monitor usage and demand for resources and information access | | |
| Work with team leaders across Library Services to ensure a holistic library experience | | |
| Contribute to strategic planning and decision making | | |
| Deputize for the University Librarian as required. | | |

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<th>COMPETENCY: Supervision</th>
<th>RESPONSIBILITY:</th>
<th>PERFORMANCE INDICATORS:</th>
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| Lead, manage and develop staff. | • Customer Services staff, Faculty Librarians and Librarians are well trained informed and customer focused.  
• All staff receive an appropriate induction.  
• Team members work effectively as individuals and as a team to meet strategic objectives.  
• Staff complete professional development and review processes in line with University policies and procedures. | |
| Participate in recruitment, selection and induction of staff. | | |
| Contribute to performance management of individual staff members | | |
| Provide guidance and leadership to direct reports. | | |
| Ensure all staff and teams contribute to achievement of Library strategic objectives. | | |
| Customer Service | • Lead and manage the delivery of integrated library and information services  
• Review and evaluate services and processes and make recommendations for improvement  
• Ensure effective liaison and communication between Library Services staff and Faculties  
• Liaise with relevant Library Services staff in all areas as required  
• Monitor and implement emerging service trends relevant to the Library’s and the University’s mission and goals | • Positive customer feedback in surveys etc.  
• Positive feedback from internal staff  
• Responsive and pro-active approach to meeting customer expectations  
• Enhancement of library experience |
|---|---|---|
| Engagement | • Initiate, lead and develop engagement plans to enhance relationships with key customer groups  
• In conjunction with the Library Communication Group, plan, develop and coordinate engagement activities  
• Liaise with relevant Library Services staff to develop appropriate communication & marketing plans for new or changed services | • Engagement and marketing activities are aligned with strategic goals and delivered on schedule  
• Rate of service take-up |
| Printing Services | • In conjunction with the University Librarian, lead, monitor and develop student printing services and the Print Shop  
• Coordinate and develop the Print Shop and printing services in consultation with the 3rd party print services provider  
• Liaise with the Digital Library Services team and ITS on technical aspects of the Print Shop and student printing services | • Student printing services and the Print Shop meet customer expectations and operate effectively in cost recovery mode  
• Positive customer outcomes  
• Effective liaison with ITS and the external print services provider. |
| Innovation and learning | • Provide direction and leadership in the design and delivery of innovative library services  
• Lead and participate in projects to enhance and improve activities or processes in Library Services.  
• Contribute to continuous improvement initiatives.  
• Lead and coordinate change management processes associated with changes in service delivery | • Library Services policies and procedures are regularly reviewed and updated.  
• New developments and applications are tested, customized and implemented  
• Strategic and operational issues for Library Services are identified and addressed. |
| Understanding of Quality Assurance | • Staff should demonstrate an understanding of the principles of quality assurance and continuous |  |
| Improvement as they apply at Bond University.
| - Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes. |
| Understanding of Cultural Sensitivity |
| - Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. |
| - Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills. |
| Other |
| - Serve on Library Services-wide teams |
| - Assist in project work as required |
| - Other duties as required |
| Teamwork |

*It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.*

Position Held by: 

Signed: 

Date: 