POSITION DESCRIPTION – General Staff
For levels 6/7 and above

Position Title:	Senior Manager Client Services			Level:	9
Faculty/Division:	DVC Education	Department:	Library	Position No:	71142

Primary purpose of the position:

The Senior Manager, Client Services contributes to the strategic direction of the Library with particular responsibility for high impact client services that will enhance the learning, teaching and research aspirations of the University.

Position Environment:

The Library aims to embed best practice principles into all elements of resource management – human, physical and financial to achieve and sustain recognised excellence in information provision and services which contribute to the achievement of the University's goals of excellence in teaching, research and the student experience. The Library's performance is regularly assessed through national benchmarking exercises, institutional reviews (e.g. AUQA, TEQSA) and attainment of certification against recognised standards of excellence, e.g. Australian Business Excellence and *Investors in People*. The Library was the first organisation in Australasia to achieve *Investors in People* Silver status recognition under a new certification framework in 2010.

The Library Values underscore the culture of the Library and Vision that we aspire to.

Values	We agree to:
Excellence	Actively listen and respond to the needs and expectations of our clients and stakeholders Design and deliver outstanding services noted for their high quality and relevance Take pride in continuously enhancing our performance
Integrity	Gain the trust and respect of others through ethical, principled and considered actions; be truthful and honest Be transparent and responsible for plans, decisions and communications Advocate on behalf of clients for the best possible access to information
Courage	Face issues and opportunities with honesty, energy and a determination to succeed Encourage and support risk-taking within the parameters of the vision, mission and goals of the Library and those of the University Be prepared to acknowledge and learn from mistakes
Collaboration	Optimise available skills, knowledge and resources for mutual benefit and success Seek out and embrace opportunities to engage with others to enhance efficiency, effectiveness and outcomes
Transformation	Exercise initiative to assess and adjust practices for relevance and value Actively seek out and implement creative and innovative solutions aligned to agreed priorities and new and emerging standards of excellence Respect past achievements and learnings in the context of being a learning organisation Be accepting and embracing of change

Our environment is complex and constantly changing. A challenging work environment results from developments in information technology and communication networks, the internationalisation of the University, alternative modes of teaching and remote access to university education, increasing emphasis on client service and the diversity of the University community.

Strategic initiatives and objectives are developed in alignment with University goals as part of the annual strategic planning process in which all Library teams participate. Team plans are guided by the University's and Library's Vision and measured through the Library's Performance Indicator Framework.

A range of training and development opportunities enables staff to meet the challenges of change and to pursue their career goals. In turn, each staff member has an individual responsibility to contribute to the improvement of processes within their team and throughout the Library.

Structure
The Library is made up of two divisions: Client Solutions and Resources and; the Administration Team. The structure is primarily team-based with minimum emphasis on traditional hierarchy.

Team Environment
The Senior Manager Client Services is a member of the Client Solutions Division and reports to the Associate Director Client Solutions. The teams' core business processes are:
- Managing Client Relationships
- Planning
- Resourcing

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Performance Indicators	% of Time
1	Develop, lead and manage the implementation of strategies that ensure delivery of excellent client services: • develops and directs Client Service strategies, policies and practices for all Library clients and locations, onshore and offshore • sets objectives and performance targets • monitors and reports on performance outcomes • oversees quality assurance of client services and deliverables	Services recognised as best practice Oversight and engagement with remote sites and partners Value for clients and stakeholders is enhanced	Planning success	40
2	Provide direction for Academic Outreach, Liaison and Research Services Team, the Client Services Team and Regional Campuses in the development of services that are aligned to the research and scholarship goals for UOW.	Staff and partners engaged and participating in the implementation of education and research policies and plans Value for clients and stakeholders is enhanced	Impact	25
3	Provide direction for the development of strategy for integration and further advancement of contemporary literacy initiatives for undergraduate and postgraduate students with particular emphasis on information, research and digital literacies.	Library integrated in the elearning environment Skilled graduates Optimal engagement with information resources	Planning success Operational excellence	20
4	Develop and maintain collaborative partnerships with key stakeholders to support the delivery of high impact client services through: • negotiates to achieve agreed outcomes • provides expert advice to senior executive on innovative client services • provides regular service performance updates and reports to the Associate Director, Client Solutions	Stakeholder relationship management supports achievement of mutual objectives Effective representation of Library interests in University forums Strategic projects achieved	Planning success Client and Stakeholder satisfaction	10
5	Initiates and exercises strategy through: • Effective contribution and leadership in team and Library meetings • Projects, gathering and analysing data to support decision making processes of the team and Library • Fostering agile and flexible approaches to problem solving and improvements needed	Project outcomes which meet the needs of clients Constructive contribution to decision making and planning processes	Planning success Organisational potential is fully realised	5

6	Observe Employment Equity and Diversity principles and practices	Fair treatment in the workplace	Staff satisfaction	Ongoing
7	Observe WH&S responsibilities, accountabilities and authorities as outlined in the WHS Roles and Responsibilities Document	A safe working environment for self & others.	Staff satisfaction	Ongoing

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements. Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

Position Reports to:	Associate Director, Client Solutions
The position supervises the following positions:	Team Leader, Academic Outreach Team Leader, Learning & Research Services Team Leader, Client Services Manager, Shoalhaven and Regional Partners Research Impact Services Coordinator (Limited Term)

Key Relationships:

Contact/Organisation: **Purpose & Frequency of contact**

Library clients   Information and research service delivery – Regular
Library staff   Support services, business solutions and resources – Regular
Strategic alliances related to position   Planning and projects - Regular
Academic and professional staff   Remote services and research services – as needed

Key Challenges:

- Leading the development of innovative and effective scholarly literacy initiatives in the context of a digital university environment.
- Developing the capability and capacity of staff to provide highly tailored research services to underpin the University's aspirations for world-class impact and reputational esteem.
- Establishing and sustaining excellent relationships across multiple locations; where staff and partners are engaged and supportive of policies and plans.

Selection Criteria – Knowledge & Skills

Essential
- track record of successful management and leadership in a diversified, high performance client service environment
- demonstrated experience in the design, planning and advancement of integrated information and research services
- proven experience in service innovation in response to a changing environment
- understanding of the higher education environment, especially learning, teaching and research

Selection Criteria – Education & Experience:

Essential
- completion of a degree with subsequent relevant work experience; or extensive experience with substantial specialist expertise and broad knowledge of librarianship; or equivalent level of knowledge gained through and other combination of relevant experience and/or education/training. Eligible for Associate (professional) membership of ALIA.

Personal Attributes:

- actively pursues the achievement of the organisation's strategic outcomes via individual and team goals
- initiates and develops new services of considerable complexity
- interacts and negotiates effectively with a wide variety of people
- motivates others to achieve vision and purpose
- commits to self-improvement

Special Job Requirements:

May be rostered to work at a service point between the hours 8 am – 10.15 pm Monday to Saturday

Organisational Chart:

Organisational chart coming soon

Approval:

Approved by Head of Unit: Margie Jantti Director, Library Services_____

Date: May 2014 _____

Approved by Human Resources: _____

Date: _____