

Position description

Greater together 

Position title:	Library Frontline Services Supervisor
Institute/School/Centre/ Directorate/VCO:	Library Services
Campus:	Gippsland Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Part-time
Employment mode:	Continuing employment
Probation period:	Not applicable
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Recruitment number:	JR100213

Position summary

Library Frontline Services staff are a key contributor to students' transition to University, as the team delivers the Library's frontline services to new and returning students, both on campus and online. The use of library learning spaces and resources is underpinned by this team, making significant contributions to student experience, retention and success.

The Library Frontline Services Supervisor, Gippsland is responsible for the management and training of continuing and casual staff based at the Gippsland campus and for the provision of frontline library services at the Gippsland campus Library. The position is responsible for supporting the Frontline team to provide the highly customer-focussed InfoPoint service, a central integrated service delivered on behalf of the University, both on campus and online. Team members respond to and provide accurate and timely Tier 1 advice and information related to the student lifecycle to new, existing and prospective students, staff, visitors and community users. Complex queries are effectively referred to the appropriate respondent.

The Library Frontline Services Supervisor, Gippsland is also responsible for supporting the information requirements of staff and students within the University's teaching and research programs by providing basic information literacy education and reference and library research services, and by assisting in the development of individuals as self-directed learners.

The position reports to the Coordinator, Library Frontline Services and works in collaboration with counterpart positions at Ballarat and Berwick to ensure consistency of service provision across the campus libraries and to all library clients. The position also contributes to the delivery of Tier 2 services to all Library clients through virtual enquiry service channels.

The role may involve rostered evening and weekend work and travel between campuses will be required.

Portfolio

Library Services provides a range of high-quality scholarly information resources and services to the Federation University community. We endeavour to deliver services that recognise the diversity and needs of all client groups; to be both responsive and innovative in our service delivery and to be a vital contributor supporting high-quality learning and research opportunities.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Manage the operation of the InfoPoint at the Gippsland campus library by:
 - supporting the training of frontline staff to provide Tier 1 services and referrals on behalf of Student HQ, ITS, Student Connect, Centre for Teaching Innovation and Quality (CTIQ), FedUni Living, Academic Services, Facilities Services, and the Library; and
 - liaising with key contacts in Student HQ, ITS, Student Connect, CTIQ, FedUni Living, Academic Services, and Facilities Services to ensure the accuracy and quality of frontline service provision by Library staff.
2. Ensure the management of Library Frontline Services staff based at the Gippsland campus by:
 - selecting, supervising, training and fostering the ongoing development of staff;
 - administering the performance review and development process and ensuring staff work towards set objectives;
 - ensuring that effective processes for the induction, training and support of new staff members are developed and maintained; and
 - establishing service priorities and allocating resources accordingly.
3. Support the capability of Library Frontline Services team members at the Gippsland Campus to provide high quality customer service by:
 - leading and promoting a culture of customer service excellence;
 - developing and maintaining a team culture of collaboration, respect and inclusion;
 - supporting staff to develop and adopt innovative approaches to service and resource provision and the use of learning spaces for teaching, learning and research; and
 - coaching Library Frontline Services staff to adapt to new ideas and ongoing change.

4. Ensure the provision of effective frontline Library services to clients using the campus Libraries in person and via virtual InfoPoint channels by:
 - supervising Library Frontline Services functions and providing guidance to Library Frontline Services staff;
 - providing advice and training to staff in the use of virtual InfoPoint channels (phone, online chat, LibAnswers, email);
 - providing advice to staff and library users in the interpretation of library rules, regulations, guidelines and procedures;
 - providing advice and training to staff in the use of the circulation functions of the Library Management System (Sierra);
 - dealing effectively with client feedback and service issues; and
 - working closely with the Coordinator, Library Frontline Services, the Library Frontline Supervisor, Ballarat and Wimmera, and the Library Frontline Services Supervisor, Berwick to facilitate best use of staff resources for service provision.
5. Assist in the delivery of effective frontline Library services to all Library clients by:
 - collaborating with the Library Frontline Services Supervisor, Ballarat and Wimmera and the Library Frontline Services Supervisor, Berwick to ensure consistency of service provision across the campus libraries and to all library clients;
 - chairing team, working party and project meetings, preparing agendas and ensuring the recording of minutes, as required;
 - assisting with the development and implementation of team plans and goals;
 - supporting the recording, collation, analysis and reporting of Library Frontline Services statistics, including Sierra circulation statistics; and
 - collaborating with the Coordinator, Library Frontline Services to develop, monitor, review and adapt Library Frontline Services practices and procedures.
6. Provide support to the Research and Learning Services team by:
 - responding to Tier 2 queries and referring to other library teams or to University services and resources as needed;
 - providing detailed assistance on the information retrieval process and directing users to the appropriate print and electronic resources;
 - teaching generic digital and information skills classes, including developing instructional material in conjunction with other relevant staff; and
 - assisting in the creation of digital and information literacy resources.
7. Participate in committees and projects as required.
8. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
9. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OHS) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Library Frontline Services Supervisor, Gippsland works under general direction and reports to the Coordinator, Library Frontline Services. The position is expected to work both independently and as part of the team and contributes to the development and modification of policies and procedures and the training of other team members where appropriate. The Library Frontline Services Supervisor, Gippsland is expected to solve problems through standard application of theoretical principles and techniques.

Position and organisational relationships

The Library Frontline Services Supervisor, Gippsland reports to the Coordinator, Library Frontline Services and works in collaboration with the Library Frontline Services Supervisor, Ballarat and Wimmera and the Library Frontline Services Supervisor, Berwick. This role also involves collaboration with other library staff and liaison with staff from other service areas to contribute to provision of services to Federation University clients.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
 - a degree without subsequent relevant experience; or
 - an Advanced Diploma and at least 1 year subsequent relevant experience; or
 - a Diploma and at least 2 years subsequent work experience; or
 - a Cert IV and extensive relevant experience; or
 - an equivalent combination of relevant experience and/or education/training.
2. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

3. Demonstrated experience in and understanding of the role of frontline library services within an academic context.
4. Demonstrated commitment to quality service and customer focus, including the ability to embed this into team and individual staff practice.
5. Well-developed interpersonal and communication skills, with the ability to work collaboratively and collegially with Library and other professional staff.
6. Demonstrated ability to supervise and coordinate a service-focussed team in a busy service environment in order to achieve team goals.
7. Demonstrated experience in working with virtual enquiries systems and library management systems to ensure effective service delivery.
8. Ability to create and provide information and digital literacy skills services and resources.
9. Proven capacity to effectively liaise and negotiate with a range of clients including staff and students.
10. Sound organisational and time management skills including the ability to set priorities, work independently or as part of a team, and perform well under pressure.
11. Demonstrated working knowledge and application of the Child Safety Standards.
12. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.