

Manager, Learning Hub

HEP Level 9

POSITION NUMBER	911188
ORGANISATIONAL UNIT	University Library
POSITION REPORTS TO	University Librarian
OVERALL PURPOSE	The overall purpose of the role is to manage the delivery of Learning Hub services, staff and systems to deliver a range of services to support development of foundational academic skills that enhance student outcomes and success.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	Within the University the position: - Works closely with the University Librarian and is a member of the Library's leadership team - Works with a range of colleagues and teams in the Tertiary Education, Enterprise and Digital, Finance and External Relationships and Partnerships portfolios - works with all Student Services and other VU administrative departments, including shared services (e.g. Marketing, Web/Communications, People and Culture) - supervises manages the Learning Hub and delivery of academic support to all VU students Outside the University the position liaises with: - other tertiary institutions, specialist networks in the sector for the purposes of sharing best practice, as well as with families, schools, the community and other external stakeholders. - Digital systems vendors and support providers
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

The University is a Child Safe organisation. The incumbent in this role will be required to hold a current Working with Children Check (WWCC).

ORGANISATIONAL UNIT

The University Library is part of the Tertiary Education Portfolio which has overall responsibility for all of VU's University and TAFE programs, including oversight of higher education academic colleges and the VU First Year College and VU Block Model

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Lead, develop and facilitate the design and delivery of the Learning Hub (systems, staff and locations) and ensure its initiatives are aligned with the University's overall strategic plan and direction.
- ◆ Manage financial, staff and technical resources effectively to achieve project objectives and deliverables.
- ◆ Exercise leadership and innovation in the design, development and management of the Learning Hub providing services across the University.
- ◆ Leading, motivating and developing staff, as well as acting as the escalation point for complex and sensitive issues.
- ◆ Building capability and confidence of University leadership to effectively lead and manage their business area.
- ◆ Contribute to the review of policies, procedures and documentation necessary to efficiently and effectively manage The Learning Hub with all internal and external obligations.
- ◆ Adhere to and cooperate with all OH&S policies and procedures of the University.

TYPICAL/MAJOR CHALLENGES

- ◆ Significant innovation, initiative and judgement are required to undertake operational and strategic tasks including ability to deal with complex and sensitive issues
- ◆ Develop and implement a strategic and contemporary Learning Hub program and processes.
- ◆ Manage the development and implementation of related policy and projects as required with a high degree of knowledge and sensitivity.
- ◆ Review and evaluation of current practice and delivery to ensure ongoing relevance and achieve continuous improvement/excellence.

LEVEL OF SUPERVISION

- ◆ Operates under broad direction from Chief Student Officer. Will be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Significant expertise in the strategic and operational management of a unit or department with a large organisation.
- ◆ Experience in planning, developing, implementing and reviewing of programs/projects involving major change within a large organisation.
- ◆ Strong understanding of Federal and State government legislation and policies and their impact relating to the tertiary education sector.
- ◆ Knowledge and sound understanding of University operations, governance and decision making processes, including quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

1. Knowledge or Training equivalent to: Postgraduate qualifications and extensive relevant experience; or extensive management experience and proven management expertise; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated capacity to conceptualise, develop, implement and review the implementation of significant complex systems and applications.
3. Well demonstrated capacity to work on multiple projects simultaneously and deliver results determined by critical dates in an organisational environment.
4. A high level of interpersonal, cross-cultural and communication skills, including the ability to negotiate effectively and work through issues with other staff, external clients, students and other stakeholders.
5. Excellent relationship management and consulting skills with demonstrated ability to develop effective strategic relationships with key stakeholders and colleagues including the ability to influence, negotiate and coach at senior levels.
6. Demonstrated ability to monitor expenditure and ensure effective utilisation of budget allocations to meet objectives and to identify, assess and prioritise competing demands to deliver high-quality services within tight deadlines.
7. Demonstrated experience in managing and leading a team of professionals delivering high level institutional support services, and ensuring the ongoing capability and responsiveness of the team in a

service oriented and rapidly changing environment.

8. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

Organisational Chart

*Denotes the position

