The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Library Teaching & Learning Manager

Vision

We will
- deliver a world-class education and research portfolio
- provide a full and dynamic university experience which is distinctive in character
- pursue strong international linkages to advance knowledge

The over-arching themes of this *Vision* are:
- Excellence
- Distinctiveness
- International Connectedness

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:
- Tu ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:
- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

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1. GENERAL

The University Library | Te Iho o Te Manawataki o Te Whare Wānanga o Waikato is an inspirational and innovative academic library situated in the heart of the campus in Te Manawa (the Student Centre) in Hamilton. The University also has a Tauranga Campus and global partnerships in a number of countries all of which are supported by the Library.

The Library Plan is built on the principles of the University of Waikato's Treaty Statement: mahi tahi (partnership), kaitiakitanga (active protection) and kōwhiringa (options) and supports the University's ambition to become the first anti-racist institution in Aotearoa. The Library aims to ensure that its services and resources are inclusive for all and integrate kaupapa and mātauranga Māori throughout its policies and processes.

Our mission is to be a Library that is at the heart of the whole community, "Ko Te Tangata", for the people. The success of the Library depends on the strength of our relationships and how we foster and sustain these. The Library utilises user experience (UX) techniques, co-creation and co-production models with our user communities to ensure that not only do services meet community needs but that the Library also fosters a sense of belonging for all, empowering all.

The Library is a trusted partner in research, teaching and learning and our services and resources add value for students and staff. Our strategic goals include supporting Open Research; the transition to open content, fostering an 'open by default' approach across both research and teaching; providing digital and information literacy teaching and training within and outside of the curriculum; and thinking holistically about our physical and digital spaces which encourage disruptive, creative and innovative thinking and allow for the personalisation of learning.

The Library holds a number of taonga and is home to Mātangireia: the University's collection of Māori, Pacific, Aotearoa and Indigenous resources, associated spaces and services underpinned by kaupapa Māori values, and O Neherā: the University's digital library where we showcase our digital and digitised collections.

We provide, develop and maintain online and physical accessible and inclusive spaces and resources including over a million print volumes and millions of online resources.

The Library is responsible for a range of systems which underpin core University activities. This includes the management, maintenance and development of the institutional repository, library catalogue, discovery platforms and enquiry services. The Library manages, maintains and develops the University's record management systems and the University Art Collection.

2. POSITION PURPOSE

The purpose of the Library Teaching & Learning Manager is to provide leadership and direction in the development and delivery of culturally appropriate, pedagogically sound teaching, training and online educational resources to enhance students' digital and information literacies. The role has responsibility for the implementation of a framework which the team will utilise to enhance how they deliver service to users in line with agreed principles, and in conjunction with other teams. The role also ensures digital and information skills programmes and supplementary materials meet the needs of academic staff and their students.

3. ACCOUNTABILITY

The Library Teaching & Learning Manager is responsible to the Assistant Director, Open Research and Teaching & Learning.

4. FUNCTIONAL RELATIONSHIPS

Internal: University academic staff and students
            Transitional programme co-ordinators
            Teaching & Learning Librarians
            Open Research Manager and Librarians
            Head of Engagement and Experience
            Collections Strategy and Access Manager
            Library Managers
            Other Library staff
            Transnational Education & Partnerships, International Office / NZUWI staff Te
            Puna Ako | Centre for Tertiary Teaching and Learning
            Pathways College
            Other University professional service areas

External: Other relevant libraries and institutions
            National or international bodies concerned with digital and information literacy and skill
            priorities or initiatives

5. KEY TASKS

- Provide leadership and direction to a team of professional staff; working with them to establish, and then monitor progress towards goals on a regular basis, as well as manage their performance, productivity and training.
- Develop, articulate and sustain a vision for the Library Teaching & Learning team.
- Turn the vision into action, demonstrating leadership and direction to the Library Teaching & Learning Team.
- Ensure staff receive relevant training, encourage self-development and cross-team learning.
- Develop, lead and manage the delivery of services and initiatives to ensure consistent and equitable services to all users. Ensure these services are appropriately embedded into library and university activities (including, where appropriate, within taught academic programmes), and create a culture of systematic continuous improvement.
- Ensure teaching initiatives are scalable and sustainable, meeting the needs of academic teaching staff and their students.
- Champion and enable indigenous ways of knowing e.g. mātauranga Māori within the curriculum, ensuring Te Tiriti informs practice.
- Keep up to date with and anticipate changes in the pedagogical and technological landscape, and identify opportunities to innovate.
- Partner with other Professional Services, such as Te Puna Ako, to ensure a holistic programme approach to digital and information skills delivery including the development of supplementary programmes.
- Work collaboratively to ensure the inclusion of curriculum-based digital and information skills into secondary-tertiary transitioning programmes and global programmes.
- Oversee the delivery of specialist services and ensure appropriate triaging processes are in place.
- Oversee the creation and development of online resources and guides working with other Library staff.
- Contribute to Library requirements to Academic Business Cases working with colleagues as required.
- The post-holder is expected to spend some time based at the University's Tauranga Campus to provide in person services as well as to support the building and maintaining of relationships.
- Participate in the maintenance of a safe and healthy work environment for self and others including students. Comply with and undertake responsibilities set out in the University's Health and Safety Policy.
- Undertake line manager health and safety responsibilities as set out in the University's Health and Safety Policy.
- Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have annual objectives, development and reflection (ODR) meetings with their manager. New staff will normally attend such an interview approximately three months after taking up their appointment.

6. PERFORMANCE STANDARDS

The Library Teaching & Learning Manager will be performing satisfactorily when:

- Team members' are productive, and their work priorities are aligned with Library goals and their personal goals are achieved; performance is managed.
- Team members understand and support the articulated team vision.
- Team outcomes are well planned, understood and successful.
- Team operations run smoothly and staff are developed and mentored.
- Relevant and quality digital and information skills programmes and services are provided for academic staff and their students.
- Teaching initiatives are scalable and sustainable and meet the needs of teaching staff and their students.
- Key performance indicators as defined between the manager and Assistant Director Open Research & Teaching and Learning are met.
- The Library has a clear means of reaching and engaging with priority groups, and these groups receive appropriate service.
- Teaching and online resources are reviewed regularly for quality assurance and a culture of continuous improvement is in place.
- The Library is successfully supporting the embedding of indigenous knowledges e.g. Mātauranga Māori within the curriculum.
- Opportunities to partner with other professional service units and academic departments are identified and new initiatives put in place.
- Staff and students' awareness and use of Library resources and services are enhanced, promoting success in locating quality information.
- Innovative use of technology supports teaching, learning, customer service provision and enhances working practices.
- Safe and healthy work practices are followed that comply with University policies and procedures, relevant work standards and statutory obligations.

EDUCATIONAL QUALIFICATIONS

Essential

- A University degree.
- A formal teaching qualification or equivalent experience.

Preferred

- A management qualification or significant management experience.

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Knowledge and demonstrable experience of pedagogies and technologies and their application.
- Sound knowledge and understanding of the issues and challenges associated with learning and teaching in a university environment.
- Demonstrated capacity to lead and motivate a team to achieve results.
- Success in initiating and leading change in organisations.
- Experience of an advocacy role, requiring negotiating and influencing skills.
- Experience in successfully managing projects.
- Ability to support staff development and wellbeing, taking a coaching and mentoring approach.
- High level interpersonal skills and a demonstrated ability to work effectively with others and in teams.
- Demonstrated knowledge of, and commitment to best practice digital and information literacy skills programmes.
- Excellent communication and presentation skills, both written and verbal, able to convey specialist information to different audiences.
- Ability to develop strategic priorities and initiatives.
- Ability to deliver responsive and innovative user-focussed service.
- Experience of utilising technologies to enhance service delivery.
- Knowledge and understanding of integrating indigenous ways of knowing e.g. mātauranga Māori within teaching and learning

Preferred

- Knowledge of user experience methodologies and culturally appropriate engagement methods.

PERSONAL QUALITIES

- Commitment to a continuous improvement culture and innovative service delivery.
- Excellent teamwork and interpersonal skills.
- Demonstrated capacity to work both independently and in a team environment.
- A demonstrable ability to exercise initiative and judgement.
- Initiative, flexibility and energy.
- A user-centric approach.
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence in academic programmes, research and service.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.

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