

POSITION DESCRIPTION –SCHEDULE A

POSITION DESCRIPTION DOCUMENT PURPOSE

The purpose of this position description document is to provide you with a clear understanding of your role, and how that role fits within Melbourne Institute of Technology (MIT) as an organisation.

This document provides an outline of your key areas of accountability and desired outcomes from satisfactory performance of the role. It does not provide an exhaustive list of tasks and activities that are required to be performed to fulfil the role.

POSITION DETAILS

Position Title:	Library Technician
School / Division:	Library
Classification	Educational Services (Post – Secondary Education) Award 2010 General Staff Level 4.1
Employment Mode	Full Time
Campus:	Sydney
Probationary Period	6 months
Reporting to:	Librarian
Direct reports:	Nil

ROLE

The Library Technician is responsible for the effective provision of library services that supports the educational goal of the Institute. MIT Library provides assistance to its clients over a range of areas including research, over the counter enquiries, educational use of online databases, gathering and the use of information and educating students on the effective use of MIT Library resources to maximize their learning potential.

MIT VISION AND GOALS

MIT: A proud history, a confident future

Founded in 1996, Melbourne Institute of Technology (MIT) has provided outstanding, employment-focused degrees in Business and ICT for almost 30 years.

MIT grew to over 4,000 students prior to the onset of the Covid-19 pandemic. Like all higher education institutions, MIT was impacted by the closure of international borders triggered by the pandemic.

Since the reopening of international borders, confidence has returned to the international student market. MIT's high-quality student programs and organisational agility will enable it to renew its growth trajectory, achieve University College status, and lay the foundations for the next decade of success.

Vision

MIT aspires to be one of the leading providers of industry-engaged, employment-focused higher education programs, equipping students with the knowledge, skills, and opportunities to build successful careers.

Mission

MIT inspires students and helps them create their future through employment-focused educational programs. These are developed and delivered in collaboration with industry, and underpinned by excellence in learning and teaching, scholarship and research.

Values

- Excellence;
- Integrity;
- Accountability
- Transformational Change, and
- Agility

MIT's overarching goals are to:

- Become one of the top 20 higher education institutes in Australia for high-quality student experiences and learning outcomes
- Attain Self-Accrediting Authority status during 2023
- Progress towards achieving University College status by 2027
- Capitalise on the reopening of international borders to rebuild student numbers: achieve pre-pandemic EFTSL levels by 2025 and 5-10% growth per annum thereafter
- Achieve student satisfaction and graduate employment outcomes equal to or above industry averages in all courses
- Be renowned for excellence in industry-engaged learning with all students engaging with industry as part of their course
- Continue to deliver outstanding, student-centric support services
- Be recognised as a high-performing employer of choice

MIT ORGANISATIONAL STRUCTURE

MIT business model comprises four (4) key focus areas as guided by its vision: Academia, Finance, Marketing, and Operations. Our organisational structure is designed to ensure each of these areas is fully resourced.

Our Executive Management Committee (EMC) is responsible for the development of our strategic plan and effective implementation of strategies across all business areas. It comprises our:

- Chief Executive Officer,
- Managing Director,
- Group General Manager and Human Resources Director (pro tem) and
- Executive Dean

RESPONSIBILITIES

The Library Technician is responsible for assisting the Librarian with the ongoing effectiveness and efficiency of Library services on day-by-day basis and within budget guidelines for designated MIT campus. This responsibility incorporates the areas as set out below.

Area	Outcomes
Administration activities (including resources, records and budget)	<p>Ensure administration activities:</p> <ul style="list-style-type: none"> ▪ Familiarity with current theory, practices and issues related to academic library services. ▪ Demonstrate commitment to MIT compliance and quality assurance processes; ▪ Delivering effective and professional Library services ▪ Efficiently capture all data accurately and in accordance with approved policies and procedures; ▪ Assist in the Facilitation of compliance with all government and other regulations; ▪ Participate in all audits when required; ▪ Appropriate Liaison with Melbourne campus library, internal departments, external partners and external organisational groups; ▪ Participate in MIT committees and meetings as required; ▪ Acquire resources required for MIT Library Information Services (LIS) collections; ▪ Monitor and assist NSW campus LIS when required.
Service streams (Orientation, Training, Library services, and OH&S)	<p>Ensure provision of high quality services that:</p> <ul style="list-style-type: none"> ▪ Comply with MIT policies, values and ethics; ▪ Provide excellent library customer service; ▪ Represent value for money outcomes in regard to all LIS resources purchased and sales; ▪ Ensure resources are utilised to maximise efficiencies and results in cost effective manner; ▪ Ensure students' positive experience at MIT ▪ Marketing services through workshops and presentations.

RESPONSIBILITIES	
Monitoring progress towards departmental goals and MIT Strategic Plan.	Ensure: <ul style="list-style-type: none"> ▪ Timely reporting of progress against organisational and departmental plan; ▪ Contribute to the timely revision of plans to take in to account changed circumstances; ▪ Appropriate action is taken in order to achieve goals; ▪ Maintain an awareness of MIT operations
Professional Development	Attendance to relevant training courses, conferences and completion of self-development activities.
Participation in MIT management	When requested actively participate in meetings and committees including by: <ul style="list-style-type: none"> ▪ Adequately preparing for each meeting to ensure active participation; ▪ Acting in a professional manner; ▪ Contributing to discussions in a professional capacity.
Ongoing learning and self-development	Attendance at relevant training courses and completion of self-development activities
Special projects and other duties	Ensure special projects and other tasks assigned (as may be from time to time) are carried out efficiently and effectively.

KEY SELECTION CRITERIA	
Qualifications	Requirement
Completion of a tertiary qualification in a related discipline.	Mandatory
Knowledge/Experience/Attitude/Skills	
Proven experience assisting in library services	Mandatory
Proficient in Microsoft Office suite, especially Excel, Word & Outlook	Mandatory
Demonstrated ability to communicate clearly and professionally with students, colleagues, and external stakeholders. Excellent written and verbal communication skills.	Mandatory
Experience working in a tertiary educational library environment	Highly desirable
Customer focus with a passion to assist students	Highly desirable
Appreciation of cultural awareness and issues relating to the diverse cultural background of the student cohort	Highly desirable

PERFORMANCE MANAGEMENT - SCHEDULE B

Staff performance is managed in accordance with MIT Performance Management System which incorporates:

- Regular performance reviews
- Ongoing feedback
- Identification of professional development needs and provision of support
- Reward structure

Specific performance goals will be set with you during the course of your performance review.

Areas of performance focus for this role (together with example measurement tool) are set out below for your information. Further details in relation to the MIT Performance Management System will be provided by our Human Resources Director or nominee.

Focus area	Measure - example
Student retention	Quality of service via student survey and statistics
Efficient systems and procedures	Response time (eg to student enquiries; from receipt of enrolment details at the library to finalisation)
Relationships	Survey results – staff, student Staff and stakeholder feedback Staff statistics – retention, leave
Maximisation of resources	Financial budget (including value for money considerations)
Smooth day to day running of the MIT Library	Number of issues/grievances resolved at the library on a weekly basis