



Coordinator, Operations & Engagement (fixed term contract)

Council of Australian University Librarians (CAUL)

CAUL is seeking to appoint a highly motivated and enthusiastic individual to the position of Coordinator, Operations & Engagement initially for a fixed term of twelve months. As CAUL operates a connected virtual office, this presents a great opportunity to work from home within Australia and engage with a variety of stakeholders across Australia and New Zealand.

[The Council of Australian University Librarians Inc. \(CAUL\)](#) is the peak leadership organisation for university libraries in Australia and New Zealand. CAUL Members are the University Librarians or equivalent of the 39 institutions that have representation on Universities Australia (UA), and the University Librarians or equivalent of the eight institutions that have representation on Universities New Zealand (UNZ) and which form the Council of New Zealand University Librarians (CONZUL).

The Coordinator, Operations & Engagement is a newly established role that will fulfil critical needs of the CAUL Membership by coordinating the business operations of the CAUL National Office and developing and delivering CAUL's Professional Learning Service and events for the CAUL Council and the academic library community. The incumbent will effectively enable the administrative, information technology, marketing, and communications functions of the National Office and will assume day to day responsibility for the coordination of activities and projects in the Professional Learning Service. The role is critical to building capability and capacity in the Strategy & Analytics portfolio, of which Professional Learning is a critical component, having as its aim the provision of a specific, contextualised professional development offering in high priority areas as identified by CAUL Members. The Coordinator, Operations & Engagement will contribute to the delivery of a range of programs, courses and conferences, both online and in person.

CAUL is looking for an energetic team player with administrative expertise and relevant qualifications in marketing, communications, event management or information management. Reporting to the Executive Director, a high level of organisational ability and initiative is required, along with an ability to prioritise to meet deadlines. The ideal candidate will enjoy variety, be digitally dexterous, able to operate in a fast-paced environment and importantly, will be respectful of the [CAUL Values](#).

Remuneration for this fulltime position comprises salary of \$93 000 p.a. plus superannuation of 11%. Operating a virtual office enables a family friendly approach and supports a healthy work/life balance. The Position Description is included below. To find out more about the position and working for CAUL, please contact:

Jane Angel, Executive Director, CAUL

Jane.angel@caul.edu.au + 61 (0) 434 801 093

[Applications](#) are invited from Australian citizens or permanent residents residing within Australia. Please include a cover letter, and statement of suitability **addressing selection criteria 2, 3, 4 and 7 only** (in no more than 3 pages) along with a current resume/CV including details of three referees. Applications should be submitted via [the online application form](#) by 5pm AEST on **Monday 10 June 2024**.

Position Number	P011
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Position Title	Coordinator, Operations & Engagement
Reports to	Executive Director
Number of positions that report to this position	1
Date of last review	20 March 2024
Date approved	20 March 2024
Approved by	Executive Director and CAUL Board

POSITION DESCRIPTION – COORDINATOR, OPERATIONS & ENGAGEMENT

PURPOSE STATEMENT

The Coordinator, Operations & Engagement plays a pivotal role in coordinating the business operations of the CAUL National Office and developing and delivering CAUL's Professional Learning Service and events for the CAUL Council and the academic library community.

Reporting directly to the Executive Director, the Coordinator, Operations & Engagement works closely with the Director, Strategy & Analytics, and is responsible for the supervision, development and performance management of the Engagement & Administration Officer who supports vital communications and administrative functions in the CAUL National Office.

The Coordinator, Operations & Engagement has oversight for two critical areas of CAUL business; streamlining the operations of the CAUL National Office by effectively enabling its administrative, information technology, marketing, and communications functions and assuming day to day responsibility for the coordination of activities and projects in the Professional Learning Service. The role is critical to building capability and capacity in the Strategy & Analytics portfolio, of which Professional Learning is a critical component, having as its aim the provision of a specific, contextualised professional development offering in high priority areas as identified by CAUL Members. The Coordinator, Operations & Engagement will contribute to the delivery of a range of programs, courses and conferences, both online and in person.

The Coordinator, Operations & Engagement is also key to the evaluation of CAUL's performance, analysing and presenting CAUL's value proposition to the CAUL Board and Council via a series of reports and presentations that discuss CAUL operations and events.

Travel both interstate and overseas may be required.

KEY ACCOUNTABILITIES

National Office Coordination

The role will lead the administrative, information technology, marketing and communications functions of the CAUL National Office.

Information Technology

- Provide corporate IT desktop support to CAUL National Office staff acting as internal reference point for troubleshooting and resolution
- Ensure high level technical queries are escalated to appropriate support services
- Management, development and maintenance of CAUL website
- Oversee renewal of software, applications and tools and make recommendations for cost effective, efficient technologies for CAUL National Office

Project Management

- Proactively manage technical and administrative projects, including compiling and preparing project documentation, driving plans, monitoring deadlines, mitigating risks, and coordinating processes including programming, registration, proposals, budget, and management of onsite and online logistics

Administration

- Produce and maintain corporate documentation for processes and procedures in CAUL National Office
- Maintain contracts and licences for vendors, suppliers and industry stakeholders

Marketing and Communications

- Build content calendar to ensure dissemination of key information to Members and key stakeholder groups annually
- Develop campaigns that build connections with CAUL Members and academic library community
- Expand CAUL's reach across channels including website, social media and newsletter; write and publish content across platforms and track impact and performance
- Craft presentations and programs for diverse audiences and activities including compiling content for Annual Report, CAUL Council Meetings and AGM
- Develop appropriate marketing and communication plans, ensuring consistency of imagery and branding; create compelling publications, web content, and marketing tools
- Establish and maintain a photo library of events and activities

Supervision

- Provide direction, support and mentorship to the Engagement & Administration Officer as part of CAUL National Office's Performance & Development Review and throughout the year
- Provide guidance and oversight, setting priority tasks and monitoring key deliverables
- Provide opportunities for upskilling and professional development

Engagement Coordination

The role will coordinate a range of projects and activities for the Professional Learning Service and events hosted by CAUL National Office, including:

- Under the direction of the CAUL National Office leadership team, initiate, design and deliver a program of events and experiences for CAUL Council Members and Membership Institution Staff including CAUL Council Meetings and Procurement Exhibition Events
- Under the direction of the Director, Strategy & Analytics, support and coordinate a cohesive Professional Learning Service that delivers fee for service professional development opportunities for a future fit academic library workforce
- Provide financial information and budgets to CAUL National Office Directors for events and Professional Learning activities
- Foster and maintain strategic relationships with stakeholders and suppliers including accountability for management of contracts, facilities hire and venue management
- Provide support to subcommittees including organising meetings, developing agendas and tracking action items
- Effectively and responsively manage CAUL's Communities of Practice and the CAUL Awards
- Evaluate services via a range of qualitative and quantitative mechanisms producing high level data and recommendations to CAUL National Office Directors

Perform other duties as required, consistent with the level and nature of the position and in line with the principle of multi-skilling.

SELECTION CRITERIA

Essential:

1. Tertiary qualifications in a relevant discipline such as project management, information technology, events management or communications and marketing.
2. Technical knowledge of computer hardware and Microsoft Office with proven ability to provide desktop support for applications, proficiency in spread-sheeting, a capacity to independently learn to use new software tools and experience with website management.
3. Consistent track record of developing and executing project plans according to strict timelines and delivering exceptional outcomes to clients.
4. Strong interpersonal skills especially in areas of relationship building and coordinating groups with excellent written communication skills and demonstrable experience of producing high level reports, presentations, and a range of promotional materials.
5. High level initiative, judgement, and the ability to prioritise workload and meet deadlines in a fast-paced working environment.
6. Outstanding organisational skills, including attention to detail, time management, the ability to predict needs and being comfortable with managing multiple projects and processes at once.
7. Demonstrable experience in marketing and communications and an ability to manage and evaluate the impact of social media.
8. Ability to work productively as part of a distributed virtual team, contribute to positive team culture and reflect the values of CAUL.

Desirable:

1. Knowledge of library and information industry and/or higher education sector
2. Hands on experience planning and running large virtual or in person conferences
3. Knowledge and experience of Project Management Principles (Agile/Waterfall)