

No.**POSITION PROFILE**NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
INSTITUTIONAL OFFICE**1. Position Information**

Position Name	Director: Information & Learning Services	Position Number	VC00754
Faculty / Division	Research and Innovation	School / Department	Library and Information Services
Subject Group		Location	Vanderbijlpark
Financially Accountable Manager (Position Name)	Chief Director: Library and Information Service	Next Level Manager (Position Name)	DVC: Research and Innovation
Author		Date completed	
Peromnes Grade	5	Date evaluated	

2. Organogram

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Output Profile

1.1. Purpose of the position

To lead and direct institutional library and information access services in particular Loan and Information Services as well as outreach services for success model delivery.

1.2. Personal Responsibilities and Joint Accountabilities

Functional areas	Key Performance Areas		% time
1. Strategic Development and LIS Positioning	<ul style="list-style-type: none">• Provide input in the development of the institutional library and information services strategy• Develop policy and processes to facilitate unitary implementation and optimise information access services across campuses• Provide leadership to managers, specialists and staff in the division to ensure legal and compliant support services.• Team composition, effectiveness and efficiency• Sub-unit team composition, effectiveness and efficiency - joint accountability• Stakeholder relationship development and effectiveness• Corporate governance conformance, reporting and risk management• Budgeting, cost management and cost-effectiveness• Sub-unit processes and systems design, utilisation, effectiveness and efficiency• Staff development• Personal effectiveness, wholeness and development• Values-based behaviour leadership and personal compliance		25%

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2 Loan Services	<ul style="list-style-type: none"> • Research, benchmark and set standards and guidelines for Loan services • Monitor compliance and service levels across campuses • Establish and enforce innovative and effective user feedback processes and techniques to adapt services to suit user needs • Advise on training and programmes to improve library and information services use and user experiences • Optimise loan and Interlibrary Loan Service. • Develop and optimise procedures and processes pertinent to the effective and efficient operations and service in the Reservation and Study collections. • Promote student success and retention through collaboration with Campus programme developers. • Promote DALRO compliance 		15%
3 Information Literacy Training	<ul style="list-style-type: none"> • Develop and ensure the implementation of a teaching and learning support strategy across all library user groups • Ensure that the library fully supports the institution's teaching and learning strategy. • Advance e-learning initiatives and foster the practice of embedding information literacy into the curriculum. • Analyse user information training needs. • Research, benchmark and set standards and guidelines for information services • Manage / Develop and design a variety of instructional programmes for Library Instruction • Advise on training and programmes to improve library and information services use and user experiences • Lead and co-ordinate Instruction Services across Campuses • Monitor service levels across campuses • Promote student success and retention through collaboration with campus programme developers • Establish and enforce innovative an effective user feedback processes and techniques to adapt resources to suit user needs • Evaluates Instruction programmes 		15%
4. Collection Development and Management	<ul style="list-style-type: none"> • Develop guidelines on EPE and IPE reports for accreditation of faculty subject areas • Contribute to the development of collection development and management policies 		10%
5 Outreach and Advocacy	<ul style="list-style-type: none"> • Lead marketing and awareness campaigns inclusive of the development and maintenance of online communication tools • Develop and ensure the implementation of a Marketing and Communication strategy 		

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	<ul style="list-style-type: none"> • Promote library visibility internally on Campus and externally • Identify marketing opportunities for the LIS in and outside the university • Develop service level agreements as necessary • Establish and enforce innovative and effective user feedback processes and techniques to adapt resources to suit user needs • Monitor Information Access service levels on Campus and across campuses • Develop and maintain proactive library and information services contact with relevant faculty structures. • Community engagement and advocacy by developing and supporting continuing education programs and workshops in provincial, school and community libraries 		5%
6 Risk and compliance management a. Risk management (RM); b. Compliance and Business Continuity; c. Financial management	a. & b. Implementing and participating in an integrated risk- and compliance management model with a focus on business continuity and disaster recovery strategies. c. Plan, organise, control, monitor and evaluate) the financial resources in your organisation unit, in alignment with the NWU financial policy and guidelines, in order to achieve the overall objectives of the unit as set out in the strategy and the APP for the organisation unit/entity.		
7 People Management a. Leadership and Management b. Manage Employment Equity and Diversity c. Manage Transformation	a. Create an enabling leadership culture by developing a shared direction, shared values and alignment and commitment to transform the organisational culture; Foster a participative and developmental leadership style; improve team cohesion, synergy and effectiveness Recruitment Performance Management b. Develop a Strategic Workforce Plan that builds proportions of African and People with disabilities and implement the Plan c. Arrange and implement culture improvement interventions, establish a baseline, receive a report and feedback and implement; actively remove engagement barriers		20%

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8 Campus Library
and Access Service
Operations

- Plan and select priorities according to library's strategic plan
- Guide, direct and support campus section managers towards fulfilment of library vision, mission and goals
- Execute requests and instructions from line managers
- Accept responsibility for the building, staff and users, therefore participate in the Health and Safety activities on campus
- Attend relevant campus and institutional committee meetings
- Introduce and implement innovative and new technologies and services pro-actively as joint responsibility with the Director responsible for Information Systems.
- Maintain costs within the budget according to financial policies.
- Contribute to the recruitment, retention, leading and motivation of library staff
- Adhere to NWU's performance development and appraisal processes
- Ensure that NWU code of ethics are followed (staff conduct, Leave management and absenteeism, etc.)
- Actively develop and maintain internal and external relations on campus – library staff, deans, directors, support and academic staff
- Maintain honest and open communication channels with stakeholders
- Initiate and maintain a well-established network of peers outside the university
- Participate on a national level with library related organisations
- Maintain highest service standards possible
- Conduct regular user surveys
- Participate in NWU self-evaluation ventures, peer-evaluation sessions
- Ensure that documentation in terms of policies, reports, minutes, etc. is kept up to date according to NWU record keeping standards

10%

4. Incumbent Requirement Profile

2.1. Qualifications

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Type	Area of Specialisation	NQF Level	Essential	Desirable
Master's degree in Library and Information Science	Relevant Discipline in Library and Information Science	9	x	

2.2. Professional Status

Professional Status	Body / Institution / Forum	Essential	Desirable
Accreditations			
Registrations			
Legal Appointments			
Memberships	Library and Information Association of SA	x	

2.3. Experience

Functional	Level of Involvement	Year(s)	Essential	Desirable
Specialist in relevant industry / professional leadership		8	x	
	Operational	5	x	
	Management	3	x	

2.4. Essential Competencies

Functional / Technical Competencies (Knowledge and Skills)
Fundamental knowledge of ICTs and e-services.
Knowledge of Higher Education landscape.
Knowledge and understanding of all the library services and the service Philosophy.
Knowledge of the University management and organizational structure
Knowledge and understanding of financial systems and procedures
Knowledge of Benchmarking and Quality Controls
In-depth knowledge of Human Resources policies and procedures
Knowledge of project management
Behavioural Competencies
Excellent interpersonal skills
Planning and organisational skills
Decision making and problem solving skills
Analytical thinking skills
Ethical and trustworthy
Conflict resolution skills
Change management skills
Presentation skills
Mentoring and coaching skills

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5. Relationship Information

Number of <u>DIRECT</u> reports	7	Number of <u>INDIRECT</u> reports	62
Number of People Coordinated	10	Number of People Supervised	62
Key Internal Stakeholders	<ul style="list-style-type: none"> • Research Office, • Teaching and Learning office, • CTL, • Faculty Deans /Directors • Student Leadership, • IT, • Quality Office, • Finance department, • Physical Infrastructure and planning, • People and Culture, • Marketing and communication, • Protection services, • Executive Deans and Directors, and • Senior Management 	Key External Stakeholders	<ul style="list-style-type: none"> • Professional bodies such as LIASA, SANLiC, CHELSA, NCLIS, DHET, • Donors, • Other University Libraries, and relevant communities, • Suppliers of Library Management systems

Key Joint Accountability Positions	Directors: Information Resources and Systems, and, Loan Services Senior Director: LIS Chief IT Director, Finance Directors Executive Deans, and Directors Directors: CTL Institutional Director: Research, Directors: People and Culture, Director: Infrastructure and Physical Planning
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6. NWU Brand Promise, Values and Success Model

The above Output Profile is delivered against the backdrop of the North-West University Brand Promise and Values:

Our brand promise

To be: Dynamic; Values-driven; excellent.

Values

NWU will foster engaged and caring staff and students and embed the following foundational values, based on the constitutional values of human dignity, equality and freedom:-

Ethics in all endeavors

Academic integrity

Academic freedom and freedom of scientific research

Responsibility, accountability, fairness and transparency

Embracing diversity

The Output Profile is furthermore designed within the context of the **North-West University Success Model** that provides the essential basis for a comprehensive understanding of this profile as well as the basis for setting of performance objectives.

7. Approval

Position	Name and Surname	Signature	Date
Direct Manager	Dr Mathew Moyo		
Next Level Manager	Prof MJ Mphahlele		

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8. Incumbent Acceptance

I have read the content of this document and the North-West University Success Model and herewith accept both documents. I further accept that this position profile has been designed to indicate the nature and level of work to be performed by me in this position and that it is not designed to contain, or to be interpreted, as a comprehensive inventory of all duties or responsibilities and tasks reasonably required of me in this position.

Name and Surname of Incumbent	Signature	Date