

# POSITION DESCRIPTION



## Senior Manager, Support for Learning



### POSITION DETAILS

|                        |                                      |
|------------------------|--------------------------------------|
| <b>Position Title</b>  | Senior Manager, Support for Learning |
| <b>Classification</b>  | HEW Level 9                          |
| <b>Position Number</b> | 7015522                              |
| <b>School/Office</b>   | Library                              |
| <b>Division</b>        | Division of Education and Students   |

### POSITION PURPOSE

The Senior Manager, Support for Learning is accountable for setting the direction for the University Library's approach to embedded academic skills development. This position leads scalable, evidence-informed and curriculum-embedded approaches that strengthen student academic literacies, digital capability, engagement, confidence, independent learning capability, and academic success across the University.

Reporting to the Associate University Librarian, Student Skills and Engagement, the position leads the strategic development, evaluation and continuous improvement of scalable services across individual, group, online, curriculum-embedded and partnership-based delivery modes. The role provides high-level leadership to a team of Learning Partnerships Librarians and Academic Skills Advisors and works with senior academic and professional stakeholders to shape and influence institutional approaches to embedded learning support. The role identifies emerging student learning needs, and ensures services are aligned with University priorities, sector developments and measurable student success outcomes.

### KEY ACCOUNTABILITIES

1. Lead the development and implementation of sustainable university-wide approaches to curriculum-embedded academic literacies, ensuring services are strategically aligned, evidence-informed, and directly contribute to student learning outcomes, engagement, and experience.

2. Influence and negotiate with academic and professional staff across Schools, the Library, and the Division of Education and Students to embed academic literacies, digital capability, independent learning development, and library learning resources in the curriculum.
3. Lead, manage and develop a professional team of Learning Partnerships Librarians and Academic Skills Advisors, providing strategic workforce planning, professional supervision, workload prioritisation, performance leadership, change management, capability development, and fostering a collaborative, inclusive, and future-focused service culture.
4. Lead service innovation and transformation to deliver scalable partnership-based learning support, using sector intelligence, student data, learning analytics, evaluation evidence and emerging technologies to redesign services and improve impact, reach and equity of provision.
5. Establish and oversee service standards, priorities, operating models and performance measures for library curriculum-embedded approaches to ensure consistency, quality, sustainability and responsiveness across campuses, cohorts and delivery modes.
6. Lead planning, reporting and evaluation, using data, feedback, engagement analytics and outcomes evidence to assess demand, reach, quality, impact and equity of provision, and provide authoritative advice and recommendations on resource priorities and opportunities for future service development.
7. Represent the Library in institutional forums, communities of practice, working groups, and sector networks contributing specialist expertise relating to academic skills, digital capability, curriculum support and student academic success.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Postgraduate qualification and professional experience in education, learning development, academic literacies, higher education, library and information studies, or a related discipline.
2. Extensive experience leading academic skills, learning development, curriculum-embedded library services, student learning support, or related services in a higher education environment, including responsibility for service strategy, workforce coordination and measurable service improvement.
3. Demonstrated ability to lead and manage a sizeable professional team, including staff at HEW 7 level, with responsibility for workload planning, performance development, professional capability building, change leadership, and fostering a collaborative, inclusive, innovative and high-performing team culture.
4. Specialist knowledge of academic literacies, learning development, transition pedagogy, digital learning, and evidence-informed teaching and learning support strategies for diverse student cohorts.
5. Proven ability to build and influence high-level partnerships with academic and professional leaders to design, embed, promote and evaluate curriculum-integrated academic skills, digital capability, learning resources and library learning initiatives at scale.

6. Demonstrated capacity to use complex data, feedback and evaluation evidence to monitor portfolio performance, prepare reports for senior stakeholders, demonstrate impact, guide resource allocation and lead continuous improvement of learning support programs, resources and partnerships.
7. High-level communication, consultation, negotiation, problem-solving, and stakeholder engagement skills, including the ability to influence, advocate, and work productively across disciplines and organisational boundaries.
8. Advanced knowledge of contemporary issues in higher education learning support, including academic integrity, AI-enabled learning, digital capability, accessibility, student engagement, and changing expectations for curriculum-embedded support.

## KEY RELATIONSHIPS

- **This position reports to:** Associate University Librarian, Student Skills and Engagement
- **This position supervises:** Learning Partnerships Librarians (1.0 EFT x5), Academic Skills Advisors (1.0 EFT x5), Student Staff Partnerships Coordinator, Indigenous Partnership and Engagement Librarian
- **Key internal relationships:**
  - Academic staff and School-based teaching teams
  - Division Learning Experience team,
  - MESH Manager,
  - Learning Programs Manager
  - Learning Hub Coordinator
  - Academic Skills Advisors
  - Learning Hub Librarians, Library Programs Advisors, and Learning Partnerships Librarians
  - University student support, retention, transition, and success teams

## CHALLENGES

- Balancing senior strategic leadership, team leadership, workforce planning, resource allocation and operational responsiveness while maintaining consistent, high-quality, student-centred services across campuses and delivery modes.
- Building effective curriculum partnerships, including close alignment with the MESH Manager and Learning Programs Manager, to embed academic skills development at scale while responding to diverse and changing student needs.
- Using evidence, data, and service insights to demonstrate impact, guide resource allocation, and support continuous improvement in a complex higher education environment.
- Supporting a culture of collaboration, curiosity, innovation, and inclusive practice across teams with diverse professional expertise and service responsibilities.

## UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System

- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity
- As the Library operates on multiple campuses, it is an expectation of the role that it may be required to travel to and work from any campus library, subject to appropriate notification.

**Approved by:** Chief People Officer

**Date:** 17.09.2026