



FACULTY: LIBRARY	DEPARTMENT: LIBRARY AND INFORMATION SERVICES
POST: MANAGER: LIBRARY CLIENT SERVICES	POST N°: 6046 POST LEVEL: 6

JOB DESCRIPTION:

The VUT Library and Information Services is seeking the qualified and experienced Manager: Library Client Services, to play a key leadership role in overseeing all aspects of client-facing library services, ensuring a high standard of support, accessibility, and engagement for all users. This position is responsible for managing the Information librarians and the client services division operations, supervising staff, and driving a user-centred approach to library service delivery. The manager works collaboratively with internal teams to enhance the VUT library users experience, implement service improvements, and ensure that the library remains a welcoming and responsive resource for the Vaal University of Technology.

Responsibilities:

- Manage a team of profession librarians to provide LIS support to support teaching, learning, research and community engagement
- Planning and offering strategic direction to the division and to the wider library.
- Ensure that the collection offered at the VUT library is continuous relevant for the needs of research, learning and teaching.
- Coordinate, develop and maintain online teaching and learning and research guides, digital learning objects, website content and other materials to support student research needs.
- Design and manage programmes and materials for the provision of training, guidance and support to users (academics, researchers and students)
- Lead the library communications and promotion of collections and services through the library's digital engagement platforms, collaterals, events and other publicity channels.
- Establish policies, standards, practices, procedures and workflows for the provision of information services, and ensure operational efficiency.
- Oversee all human capital management within the division. This includes hiring, training, supervision, evaluating, disciplining, and supporting staff in the division to perform to the best of their abilities.
- Identify and evaluate emerging trends and developments relevant to academic libraries and higher education, particularly in the areas of research support and instruction and recommend best practices.
- Participates in a variety of meetings both internally in the library and with external stakeholders.
- Lead and coordinate activities to market and promote the professional services of the library
- Coordinate the development of the library collection to ensure it is relevant and up to date
- Prepare various reports and supervise reporting from staff
- Participate in management, maintenance and evaluation of the Library collections
- Participate in student programmes including the open day programme for prospective students and orientation for first year students

Application Criteria:

Qualification and Experience:

- Master's Degree (NQF9) or equivalent in Library Science, or Knowledge Management.
- Five years of job-related experience.
- Three years' experience managing a team of people
- Basic experience with Microsoft Office software including Access, Excel, Outlook and Word is required; intermediate to advanced skills preferred.
- Advanced knowledge of the application of open access, digital repositories, research platforms, interoperability, bibliometrics, Altimetric, open researcher tools, and other trends applied to facilitating open research/open science and scholarly communication.

Skills:

- Excellent interpersonal oral and written communication skills.
- Time management skills.
- Budgeting principals and financial administration skills.
- Leadership, organizational and supervisory skills; ability to effectively work as a leader and as part of a collaborative team.
- Procurement principles.
- Information and intellectual freedom ethics, copyright principles.
- Library science principles, practices, and technologies.
- Analytical thinking.
- Ability to meet deadlines, set priorities, collaborate, yet work independently.
- Strong ethical behaviour and commitment to ethical practices.
- Work well with a diverse range of colleagues from different cultural, language, academic and ethnic backgrounds.
- Commitment to staff development.
- Ability to work in an agile and continually changes environment.

CLOSING DATE FOR APPLICATIONS: 4 June 2025

Applications should include:

1. A fully completed prescribed application form which can be obtained from www.vut.ac.za
2. A detailed curriculum vitae (explicitly stating experience or knowledge in the above-mentioned fields)
3. Certified copies of all qualifications
4. Certified copy of ID
5. Current contact information of referees
6. Please email applications to recruitment3@vut.ac.za and quote the post reference and post description in the subject line.
7. No manual applications will be accepted. Incomplete applications or applications without the application form and required documents will be disregarded. Certified documents must not be longer than 3 months.
8. Only applications made on our application for employment form would be considered.
9. Communication will be entered into with short-listed candidates only. If you don't hear from VUT within 3 months deem your application as unsuccessful.

Enquiries may be directed to:

HR Practitioner: Ms Angie Mabona Tel 016 950 9452 / email address: angie@vut.ac.za

Please Note: Submission of such copies entitles Vaal University of Technology to authenticate the qualifications without any further consent from the applicant. Candidates with foreign qualifications must submit a SAQA certificate of evaluation. Vaal University of Technology is an equal opportunity and affirmative action employer, which is committed to the implementation of its employment equity plan. In complying with the Employment Equity Act no 55 of 1998 (as amended) the preference for this position is Africans, followed by Coloured's plus people with disabilities which is in line with Employment Equity Plan and Recruitment policy. **People from designated groups are encouraged to apply.** Only shortlisted candidates will be contacted.

VUT reserves the right not to make an appointment

By applying for this position, you give permission to share your information with the selection panel or the relevant people involved in the recruitment process.

