

Position Title:		Grade:	
Library Customer Experience Manager		12	
Position Type:		Hours:	
Permanent Full Time:		35 hours per week Based on: <input checked="" type="checkbox"/> 35 hr/week <input type="checkbox"/> 38 hr/week	
Branch:		Division:	
Library & Community Services		Community & Environment	
Reporting to:		Child Protection Risk:	
Manager, Library & Community Services		<input checked="" type="checkbox"/> High <input type="checkbox"/> Low	

Position Objectives
To be part of, and contribute to, a customer focused team that supports library services to the Hornsby Shire community by leading and managing the Customer Services Team in the delivery of efficient and effective customer services across the Library network to meet strategic objectives of Council.

Scope
The Library Customer Experience Manager is a key senior role and as part of the Library Management Team will contribute to library policy development, planning and ensuring that customer experiences in all branches is of a high quality. The Library Customer Experience Manager will lead the Service Delivery for the library network.

Duties & Responsibilities
<p>Management and Strategic Planning</p> <ol style="list-style-type: none"> 1. Provide key advice on the development of the Library's strategic directions, policies and annual management plans ensuring that the Library contributes to the achievement of Council's strategic goals. 2. Ensure that the goals of the Customer Services Team are achieved in line with Council's reporting quarterly and annual procedures. 3. Support, coach and develop Branch Librarian and staff members to deliver high quality customer services. 4. Manage the Customer Services Team budget, including forward planning, budget development and budget monitoring. 5. Ensure the library's security and cash handling arrangements are maintained through appropriate training and liaison. 6. Monitor current and future trends in the provision and delivery of customer services and ensure that these are reflected in the Library's strategic planning. 7. Contribute to the leadership of the Library's strategic and operational planning as a member of the Library Management Team. 8. Prepare Council reports and applications for grant funding.

Duties & Responsibilities

9. Manage outsourced services as required.
10. Continually monitor and assess the capacity of the service to continuously improve through the use of technology
11. Manage the continuous review of Library policy's and codes to ensure they meet changing needs.

Leadership of Customer Services

1. Lead and manage the provision of efficient and effective customer services to the Hornsby Shire Community, including responding to relevant customer enquiries and resolution of complaints.
2. Plan, manage, develop and coordinate the delivery of customer experience initiatives.
3. Co-ordinate staff training to ensure the delivery of professional, consistent and effective customer services.
4. Lead the development and implementation of appropriate measures to regularly assess and improve the quality, efficiency and effectiveness of customer services
5. Regularly report on the customer service experience
6. Develop and implement customer service projects.
7. Develop and maintain relationships with external stakeholders including community organisations.

Facilities Management

1. Manage, in liaison with relevant staff, the Library's furniture and minor equipment assets to ensure furniture, fittings and minor equipment are sufficient throughout the network and that internal library signage meets agreed standards.
2. Liaise with Council management and staff to ensure ongoing cleaning services and maintenance of library buildings to meet current and future needs and to support effective services and a safe environment.
3. Liaise with external and internal suppliers to negotiate supply of goods and services and to respond to customer requests and complaints.
4. Oversee and monitor process and systems to maintain the safety and security of the public.
5. Manage the library meeting rooms

Human Resource Management

1. Lead and manage, in consultation with the Branch Manager, the Customer Service Team's human resources, including responsibility for team building and training Customer Services staff across the Library network.
2. Develop and implement appropriate performance management strategies for the Customer Services Team staff in line with Council's policies and procedures.
3. Ensure the selection of quality Customer Services and support staff, in conjunction with the Branch Manager.
4. Manage the day to day human resources of the Library, including workplace health and safety issues, in consultation with the Branch Manager
5. Manage the rostering of staff to all service points including employment of casual staff.

Duties & Responsibilities

Promotion

1. Manage the marketing of library customer services projects and programs.
2. Liaise with external and internal groups to promote library services.

Compliance

1. Abide by requirements and expectations that apply to any kind of contact with any children and young people in Council's Child Protection Determination as stated in Council's Code of Conduct.
2. Be familiar with Council's reporting procedures for reporting children and young persons suspected of being at risk of harm or abuse, according to the determination of abuse under the Ombudsman Amendment (Child Protection and Community Services) Act.
3. Undertake specific training programs to comply with legislative and Council requirements.
4. Ensure staff are inducted in, and continue to understand and comply with, matters related to the work area including, but not limited to, child protection and Code of Conduct.

Other Duties and Responsibilities

1. Undertake tasks as required by the supervisor, within the skills, training, qualifications and experience of the role.

General

1. Observe and implement as appropriate all Council determinations including Code of Conduct, EEO and WH&S.
2. Comply with Council's relevant WH&S risk assessments and safe work method statements.
3. Ensure that all Council business is adequately documented in all relevant systems in accordance with appropriate determinations, standards and procedures.
4. Ensure that records adequately document business transactions and are made and kept in the Document Management System in compliance with Council's determination, standards and procedures for recordkeeping.
5. Ensure information, including personal passwords for Council's systems, is maintained in a secure manner with any security breaches reported immediately to the Branch Manager.
6. As necessary, enter occurrence reports (for accidents/incidents) and hazard reports into the WH&S systems in a timely manner in accordance with Council's determinations, business rules, procedures and practices.
7. Enter and maintain time and attendance, leave and higher duty records in the time and attendance system in accordance with Council's business rules, procedures and practices, within specified timeframes for each pay period.
8. Undertake maintenance and management of risk assessments and safe work method statements within WH&S system.
9. Manage occurrences and hazard reports within the WH&S system.
10. Ensure all timesheets, leave and higher duties records for each staff member within the Customer and Operations Section are entered into the Time and Attendance System.
11. Approve timesheets, leave and higher duties records within the specified time frames for each pay period.

Duties & Responsibilities

12. Enter Vacancy requisition within recruitment system for Branch Manager / Executive approval in accordance with Council's determinations, business rules, procedures and practices
13. Manage staff performance as required, including the annual appraisal / performance review ensuring a supportive and constructive process.

Organisational Context

The Library Customer Service Team is responsible for customer services and facilities management across the Library network. The section has direct daily contact with a high volume of customers and provides ongoing training, assistance and support to staff in specialist areas.

Members of the team are located at all three Branch Libraries and at Hornsby Central Library. Members of the team may also work in other teams as required. The position supervises six staff directly. The position has contact with all council personnel, elected members of Council, workplace committees, the general public, community organisation , external library professionals, suppliers and contractors.

Person Specification

The Customer Experience Manager position is part of the library management team, provides input to strategic planning, has budget responsibility and manages the Customer Services staff and day to day operations of the four libraries.

The position requires highly developed management and organisational skills and the ability to lead the Library's strategic planning to meet changing community needs and expectations.

This position requires an enthusiastic, customer focused professional with excellent interpersonal and communication skills. Completion of a degree in Library and Information Science or its equivalent accepted by the Australian Library and Information Association for professional membership is an essential qualification for the position.

The Library Customer Experience Manager is primarily based at the Hornsby Central Library and is required to liaise with teams across the Library network.

This position has access to Council's flexible working hours scheme.

Personal Requirements

Qualifications

- Degree or post graduate qualification in Library and Information Science or equivalent, accepted by the Australian Library and Information Association for professional membership

Experience, Skills and Knowledge

- Significant operational experience in the co-ordination, supervision and delivery of high quality library services
- Experience in planning, delivery and evaluation of customer experience initiatives
- Demonstrated leadership ability to mentor, coach, inspire and develop all levels of staff in a team to achieve project outcomes, and deliver high quality services within available resources.
- Demonstrated financial management skills and experience in managing operation and project budgets
- Excellent communication, writing and presentation skills

Person Specification

- Demonstrated experience in policy development with a proven track record of achieving strategic objectives
- Highly developed oral and written communication and interpersonal skills including liaison, negotiation and conflict resolution skills
- Demonstrated ability to build partnerships and work effectively with stakeholders
- Demonstrated customer-centric focus with experience in driving continuous improvement to enhance the customer experience
- Highly developed ability to prioritise, organise and co-ordinate multiple projects to meet deadlines
- Experience in facilities management
- Knowledge and understanding of relevant legislation

Personal Attributes

- Strong personal leadership and accountability
- An agile, flexible and positive approach to work
- Commitment to providing a positive customer experience
- Strategic and growth mindset
- High level accountability when resolving problems

Licences or Certificates

- Current Driver's Licence
- Current Working With Children's check

Document Approval

After discussions with my supervisor, I agree that this Position Description and Person Specification is an accurate and fair description of my position.

Incumbent Signature:

Incumbent Name:

Date:

After discussions with the current incumbent (where relevant), I agree that this Position Description is an accurate and fair description of the position.

Supervisor Signature:

Supervisor Name:

Date: