

Manager Community Learning & Participation

Classification: Senior Officer
Date reviewed: May 2023
Department: Community Learning & Participation **Directorate:** Community Wellbeing
Approved by: Director Community Wellbeing

Commitment of Brimbank City Council

All employees at Brimbank City Council are expected to provide the highest standards of work to ensure that Council can achieve its Vision and meet organisational objectives. We want our leaders to be collaborative, humble, smart and hungry.



We are respectful
 I value diversity, fairness, and equity
 I demonstrate empathy and compassion

We find better ways
 I am committed to the safety and wellbeing of myself, my co-workers, and our community
 I strive to achieve the best outcomes for our community
 I am open and curious about new ideas and ways of working

We act with integrity
 I take pride in my work and commit to serving our community
 I am honest, transparent, and accountable in all that I do

We work together
 I support and encourage others
 I find opportunities to collaborate with others and celebrate wins

Our Vision

A progressive, values-led and high performing organization where we connect and collaborate to make and impact.

Our Values

At Brimbank, all our roles in different ways, impact and support the diverse needs of the community we serve. Our values and behaviours demonstrate what is important to us, the Brimbank team. They help build a shared understanding and guide our interactions with each other and the community.

Strategic Priorities

- Lead with our Culture
- Invest in our People
- Improve our systems and adapt how we work
- Agree our Priorities
- Engage our Community
- Enhance our Services and Performance Reporting

Position Purpose

Lead and manage the Community Learning & Participation Department to ensure the development, implementation and evaluation of integrated strategies, policies, services and programs that meet community needs.

Lead and manage the Arts & Culture, Libraries and Neighbourhood Houses Units, ensuring that all services are addressing Council priorities, are best practice and are responsive to community need. The position has both a strategic and operational function with a significant focus on promoting lifelong learning, enhancing social connections and fostering creativity to support better social and economic outcomes for individuals and the community.

The role is a key contributor to the strategic, financial and cultural leadership of the organisation as part of a high performing Senior Leadership Team, living the values and modelling our culture

Key Responsibilities

- Lead and manage the operation and ongoing development of Council’s libraries, neighbourhood houses, Brimbank Learning Futures and Arts facilities including The Bowery Theatre to ensure they are high performing, community focussed and apply best practice principles
- Lead, manage and oversee the implementation and ongoing development of the department’s strategies and policies in consultation with key partners and stakeholders
- Develop business plans and associated budgets for Community Learning & Participation, incorporating goals and objectives for each Unit and in accordance with Council’s strategic directions.
- Lead, motivate, mentor, develop and appraise the team to achieve the Department goals specified by business plans and the Community and Council Plan
- Manage the delivery of services and programs, in conjunction with the Director Community Wellbeing and other Divisional Managers, to improve service planning, delivery and evaluation.
- Ensure that people at all life stages, culturally diverse and indigenous backgrounds and people with disabilities are engaged and included in Council service planning and programs.
- Develop and maintain a current view of emerging trends and issues that may impact the community and organisation including identifying opportunities for enhanced service delivery via a range of platforms.
- Develop effective working relationships with relevant government departments, peak industry bodies and the community sector to ensure input into policy and program development
- Contribute to a high performing organisational culture by being an engaged and active member of the senior leadership team working collaboratively with colleagues in the best interests of the organisation and community and the development and support of a positive and innovative work culture

Organisational Relationship/Context

Reports to	Director Community Wellbeing
Supervises	Coordinator Arts and Culture, Coordinator Libraries, Coordinator Neighbourhood Houses
Budget managed	Income \$3.2 million/ Expenditure \$13.8 million
Major contacts	Internal Liaisons <ul style="list-style-type: none"> • Senior Leadership Team • Coordinators and Staff External Liaisons <ul style="list-style-type: none"> • Brimbank community members • State and Commonwealth government departments and agencies • Non-government and private organisations • Community groups and committees • Peak industry bodies • Other Councils

Accountability

The position is accountable for:

- The effective management and leadership of appropriately skilled and motivated staff of the Community Learning & Participation Department, including the recruitment and performance management of employees
- The effective management of the Department's services, programs, facilities, OHS, budgets and expenditure delegations, strategies and policies and for delivering projects and Council Plan actions within scheduled timeframes
- Managing and ensuring the development, implementation and evaluation of integrated strategies, policies, services and programs that meet the needs of residents across Brimbank.
- Leading and managing the Units and teams: Arts & Culture, Libraries and Neighbourhood Houses
- Preparing and providing advice, reports, submissions, recommendations and presentations as required
- Ensuring service and partnership agreements, licenses, leases, contracts and sub contracts are managed effectively and that facilities are managed professionally and align with industry best practice
- Actively leading and promoting of a 'community first' culture
- Undertaking policy development based on sound community research and analysis of emerging national and international policy trends and local community needs resulting in best practice service provision and targeted advocacy
- Complying with all legislative and regulatory obligations.

Judgement and Decision Making

The Manager Community Learning & Participation, is expected to apply professional expertise, initiative and a well-developed service orientation in all decision making, management and development of the Department.

The application of specialised methods and techniques concerning projects undertaken, based on previous experience although application to new situations may be involved.

A high degree of autonomy and self-sufficiency will be required, although guidance and direction from Council, Management and various Committees will be provided.

The position requires the ability to think strategically and innovatively in considering and developing advanced approaches to service delivery and performance, with a strong appreciation and understanding of the particular needs relating to the diversity of the Brimbank community.

Specialist Skills and Knowledge

In order to lead, manage and develop the objectives and outcomes required, the Manager Community Learning & Participation will have the following specialist skills and knowledge:

- A strong understanding of contemporary program and service delivery in public libraries, neighbourhood Houses and arts and culture.
- Detailed knowledge and experience in strategic planning, policy and program development
- High-level research and analytical skills and the ability to translate evidenced-based research into practical and achievable community strategies and initiatives.
- Excellent presentation, negotiating, facilitation and influencing skills.

- High-level understanding and knowledge of the issues, trends and government directions around community strengthening and wellbeing.
- High-level conceptual and analytical skills, including problem-solving skills.
- Demonstrated experience at the management level in a complex, multidisciplinary community service delivery organization.
- Extensive knowledge of community planning and development provisions, including program and service delivery models and frameworks and issues relating to program and service specification and customer and community requirements.
- Well-developed understanding of the roles of all spheres of Government in the provision of community planning and development and community services.
- A strong understanding and appreciation of the service delivery needs of a diverse community

Management Skills

- Ability to successfully lead change
- Strong project management skills
- Strong skills in financial, administrative, quality and performance management.
- Demonstrated capacity to manage time, set priorities, and plan and organise work on both an individual and team basis to deliver on specific, set and emerging objectives.
- Ability to motivate and lead staff to develop a high performance culture, driving high volume output and high quality outcomes.
- Demonstrated ability to manage workload demand and competing priorities.

Interpersonal Skills

- Sensitivity to competing interests and the ability to solve problems and resolve conflict
- Demonstrated ability to effectively communicate with all stakeholders and employees at all levels within the organisation
- Strong leadership skills and the ability to lead, coach, and motivate staff.
- The ability to initiate and drive change
- Capacity to establish and maintain relevant networks that support community wellbeing initiatives.
- High-level communication and interpersonal skills and the ability to represent Council as a leader in the local government sector.
- Well-developed written communication skills
- Outstanding interpersonal skills and a style that is supportive, empowering and encourages the sharing of ideas at all levels.

Qualifications and Experience

- Appropriate degree in community development, social sciences, library and information services or the arts (or related discipline) and significant experience in planning, program development and effectively leading and managing teams.
- Demonstrated ability and success in leading and managing community planning and programs, facilities management, services and projects to enhance community wellbeing.
- High-level experience in strategic planning, performance monitoring and reporting.
- Demonstrated experience in driving a culture of innovation and continuous improvement

Key Selection Criteria

- Ability to work in accordance with our values and behaviours
- Appropriate degree in community development, social sciences, library and information services, the arts or related discipline
- Significant experience in effectively leading and managing high performing teams.
- Extensive experience in delivering contemporary service delivery models, tailored to diverse communities and demonstrated success in their implementation
- High-level conceptual and analytical skills and the ability to translate evidenced-based research into practical and achievable community strategies and initiatives.
- Excellent management skills including high-level communication and interpersonal skills and the ability to liaise with influence and impact at all levels.
- Demonstrated ability to operate in a complex organisational environment to implement and drive change

Working at Brimbank

Child Safe

Brimbank City Council is a Child Safe organisation. Brimbank will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices. All allegations of abuse and safety concerns received by Council will be treated very seriously and acted upon in accordance with relevant policies and procedures.

Equal Opportunity

Support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engaging in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Adhere to Council's Equal Opportunity policy and procedures and the Victorian Equal Opportunity Act 2010 and federal legislation regarding Equal Opportunity.

Occupational Health and Safety

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public.

- Executive – Establish, maintain, evaluate and continuously improve Council's OHS management system
- Managers, Coordinators, Team Leaders – Implement, monitor, audit, supervise and enforce conformance with Council's OHS policies, procedures and safety standards. Prepare and implement associated Departmental OHS programs. Identify and resolve Departmental OHS issues.
- Employees – Everyone is an employee - Conform to Council's OHS policies, procedures, and code of conduct and safety standards. Whilst at work, all employees must:
 - Take reasonable care for their own health and safety
 - Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions in the workplace
 - Co-operate with respect of any action taken by Council to establish and maintain occupational health and safety systems and procedures
 - Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety
 - Use protective equipment or clothing provided by Council at all required times
 - Employees should immediately notify their manager in the event of an injury, near miss, damaged equipment or other workplace hazard
 - Refer: Occupational Health and Safety Act 2004

Risk Management

- Contribute to making Brimbank as risk free as possible for all employees, residents and visitors
- Take all reasonable action to protect Council assets from damage and or loss
- Comply with Council's Risk Management Policy and Risk Management Guide.

Managing Information

All employees have a responsibility to ensure all business records are accurately captured and managed within Council's recordkeeping systems. This includes:

- making records to support what you do that provides evidence of business transactions
- ensure records are descriptive to enable easy identification and retrieval
- ensure security of information, protect confidential, personal and sensitive information and only release information when authorised to do so
- familiarise yourself with information management policies and procedures and where possible take reasonable steps to improve recordkeeping practices in the workplace.

Legislative Governance

Each employee has a duty and a responsibility to:

- Contribute to the development of Council’s legislative governance culture
- Adhere to Council’s Legislative Governance Policy
- Do all things reasonably necessary to achieve compliance with those obligations relevant to you, which are derived from law, Council policy, strategy, procedure and contracts, as soon as practicable and by the legislative due date.

Returns

Staff may be required to submit a Return of Interests pursuant to section 81 of the Local Government Act, if appointed by the CEO as a Nominated Person or where required to by law.