

DIVISION: Community Health and Wellbeing

POSITION NUMBER: 140168

DEPARTMENT: Active Communities and Partnerships

CLASSIFICATION: Band 8

ORGANISATIONAL RELATIONSHIP

Reports to: Manager Active Communities and Partnerships

Supervises: Team Leader Customer Experience and Libraries, Team Leader Library Programs and Engagement, Library Systems and Innovation Officer , Events Programs & Marketing Officer , Senior Librarian – Collections

External Relationships: Organisations, Community Groups, Customers and partnerships

POSITION OBJECTIVES

- Provide strategic oversight and lead contemporary practices in library services and service centre operations across multiple sites in the municipality.
- Actively seek business improvement opportunities, lead team development, influence and motivate a large workforce, and be a key member of the Active Communities and Partnerships team.
- Develop, implement, monitor and report on a Libraries and Customer Services Improvement Plan which ensures resourceful and high productivity outputs in the provision of contemporary practices aligned with community expectations and benchmarked industry standards.
- Establish and lead a range of strategic partnerships with external agencies and organisations with a view to delivering aspects of the Council Plan and Library Plan.
- The role will be required to operate outside of traditional business hours including weekends and public holidays as necessary.

MANDATORY CHECKS

A current Police Records Check.

A current Working with Children Check.

Current COVID-19 vaccination in line with State Government Vaccination Requirements (where applicable).

KEY RESPONSIBILITY AREAS

A. Accountability and Extent of Authority

- Accountable for the efficient and effective management of the Libraries Team within set objectives and budgets. The freedom to act is governed by legislation, Council policies and procedures.
- Establish and maintain policy, procedures and processes that are conducive to flexible, responsive services delivered by empowered team members.
- Preparation of annual budgets, monthly monitoring of budgets and ensuring budget targets are met.
- Developing and implementing strategies to increase library visitation, memberships and collection borrowing.
- Manage appropriate delegation and completion of tasks to ensure the effective service delivery.
- Supervise external contracts and in-house agreements.

- Understanding and adherence to the relevant work practices, procedures and processes involved with planning, developing and providing services.
- Report against established business plan objectives, projects, funding agreements and LGPRF requirements.
- Contribute towards strategic and operational planning, development and delivery within the libraries and service centres.

B. Judgement and Decision Making

- This is a specialised position which is managerial and problem solving in nature. The position will be required to make professional and sometimes complex judgements.
- Ability to solve problems to a high degree and also use effective research to support the development and adaptation to work methods, procedures and policies.
- Make recommendations to the Manager Active Communities and Partnerships relating to system or operational improvements aligned with strategic priorities.
- Guidance and advice are not always available within the organisation.
- Decisions and actions made within this position which may have a significant effect on the operations of the Libraries team or on the public's perception of Council.

C. Specialist Skills and Knowledge

- Coordinate the preparation and management of the annual budget, monitoring expenditure to ensure the works are carried out in accordance with the service level agreements and budgets.
- Ability to coordinate programs to ensure best practice Library services are delivered to the community.
- Ability to improve and/or develop methods and techniques generally based on previous experience.
- Demonstrated understanding of the needs of people from diverse backgrounds as well as people with disabilities.
- Demonstrated skills in report writing, financial management and software packages including Microsoft Office.
- Sound business acumen skills to maintain and grow library services to ensure long term viability.
- Well-developed analytical skills and ability to identify, report on, and resolve complex issues.
- Establish and maintain mechanisms for timely customer feedback, and subsequent analysis, for use in decision making relating to programing, resourcing and budgeting.
- Prepare and submit accurate and timely statistical and operational reports, including analysis and recommendations for continuous improvement processes and initiatives.
- Provide high level strategic, financial, legislative and policy advice to the Manager Active Communities and Partnerships and senior leaders on all aspects of library service delivery.
- Keep abreast of trends and developments in the library industry both in Australia and overseas.

D. Management Skills

- Lead, guide and develop a team capable of demonstrating a high level of empowerment, productivity and that is receptive to change management strategies.
- Manage time, set priorities and plan and organise one's own work, and establish priorities and workload to program teams despite conflicting pressures.
- Ability to look for continuous improvement opportunities and ways to innovate, whilst leading the Libraries team in a way that inspires others to do the same.
- Ability to provide consistent leadership, direction and supervision to the team and foster team spirit and harmony.

- Capability to develop team objectives and in consultation with the Manager develop business plan actions and subsequently deliver upon them.
- Understanding and adherence to corporate work practices, procedures and processes such as but not limited to Human Resources, confidentiality and privacy, Equal Employment Opportunity, Occupational Health & Safety.
- Demonstrated long term and strategic planning capabilities and the ability to generate a positive financial return, innovative proposals for enhanced service utilisation and financial management.
- Perform other duties within the employee's skills base as directed by the Manager Active Communities and Partnerships.

E. Interpersonal Skills

- An ability to influence and gain cooperation from internal teams and external stakeholders.
- Excellent communication skills, including written and oral, with a demonstrated ability to make presentations.
- Excellent negotiation and conflict resolution skills.
- A committed 'change agent' and have the ability to initiate, implement and manage and support members of the team and community through periods of change.
- Facilitate and maintain active working relationships with stakeholders and service users with a view to maximizing service utilization and customer experience.
- Respond to and resolve enquiries and complaints from the public in a prompt, courteous and effective manner in line with organisational standards.
- Ability to engage with and seek cooperative communication and consultative processes with facility user groups, community organisations, citizens, businesses, neighboring councils and other government authorities when necessary.
- Proven ability to provide an environment that promotes cohesiveness, trust and confidence within the team to ensure high standards are achieved.

F. Qualifications and Experience

- A tertiary qualification in a relevant field is required.
- Significant industry experience in libraries is an advantage.
- Highly developed interpersonal and communication skills are essential.
- Significant experience in people management/leadership or a general management position is required.
- Commitment to hold a professional membership of the Australian Library and Information Association.

KEY SELECTION CRITERIA

Key Selection Criteria will be based on the skills and knowledge required in relation to:

- Proven ability to lead effective, high functioning, cohesive teams across multiple locations.
- Skills and experience in reporting, finance, people management and ability to work with Council employees at all levels to ensure operational and project goals are achieved.
- High level interpersonal skills with a strong customer service focus and the ability to influence and manage up.
- Demonstrated experience developing and leading contemporary practice and productivity improvements with data as its basis.
- Must be eligible for professional membership of the Australian Library and Information Association.