



## POSITION DESCRIPTION

### Our Values:



|                               |  |
|-------------------------------|--|
| <b>Position title:</b>        | Richmond Tweed Regional Library (RTRL) Manager |
| <b>Position code:</b>         | 2024   |
| <b>Position reports to:</b>   | Chief Financial Officer                        |
| <b>Salary grade:</b>          | 21   |
| <b>Staff management:</b>      | Yes  |
| <b>Budget responsibility:</b> | Yes  |

### Primary Function

The Regional Library Manager is responsible for the coordination of front-line library services in a regional context to four councils – Lismore, Ballina, Byron and Tweed, and accordingly shall maintain strong communication channels with all councils.

Reporting to the Chief Financial Officer on strategic matters, regional library agreement development and operational day to day matters.

This position requires a person with strong leadership skills and project management experience who has a track record of delivering objective on time and on budget.

As part of the Senior Leadership Team (Lismore City Council) and Senior Leadership Group (RTRL), the Manager will ensure the library management planning, performance and change processes are aligned with the Integrated Planning and Reporting Framework and Deed of Agreement between RTRL Member Councils.

### Work Health and Safety:

This position has been identified as an Officer under the *Work Health and Safety Act 2011*. You will be required to comply with all obligations and responsibilities outlined in this statute.

### Designated Person:

This position may satisfy Lismore City Council's Designated Person's definition and as such the person who fulfils this position is required to comply with all obligations and requirements associated with a Designated Person as detailed in the Code of Conduct and any variation therefore or successor Codes of Conduct.

### The Richmond Tweed Regional Library Manager:

- Provide leadership and effectively coordinate library management, operations and performance across the Regional Library Service.

- Ensure the service outlined in the Service Level Agreements with each participating council is met and where possible exceeded.
- Provide expert advice to both internal and external customers.
- Ensure systems are continually reviewed to reflect best practice management.
- Respond to community needs by delivering programs that reflect these needs.
- Has a track record of leading successful projects on time and on budget and bringing all stakeholders on the journey.
- An excellent communicator and influencer, who listens to others, puts forward ideas and encourages the views of others.
- Leads innovation through technology to drive ideas, help develop and deliver a technology strategy and enhance digital access for engaged communities. We want to remain a modern and technology-enabled library network, that ensures we are constantly finding new and innovative ways to provide services.
- Leads their team to achieve excellence through service delivery benchmarks and is committed to innovation and improvement; and
- Manages and is accountable for the financial, legal, physical and human resources for the team within agreed budgets, timeframes and reporting standards.

### Key responsibilities and performance goals:

| Responsibilities                |   | Accountability   |
|---------------------------------|---|--|
| Work Health and Safety          | Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Regional Library Service and assist others in the team to implement the relevant policies, procedures and processes. | <ul style="list-style-type: none"> <li>• An engaged workforce fostering a culture of safety and behaviour based on safety principles.</li> <li>• Monitor and evaluate integrity and consistency of the organisation's occupational health and safety system in order to ensure that the workplace is, so far as is practicable, safe and without risks to the health of employees.</li> <li>• Coordinate, implement and review emergency evacuation procedures, ensure all staff are trained in these procedures.</li> </ul>   |
| Management and Drive Innovation | <p>Management</p> <p>Create a culture that inspires people to generate innovative solutions.</p>  | <ul style="list-style-type: none"> <li>• Manage the Richmond-Tweed Regional Library, including all budgets.</li> <li>• Implement or assist in the implementation of decisions made by the Administrative Council pertinent to the Library Agreement.</li> <li>• Facilitate the development and review of service level agreement with all member Councils.</li> <li>• Ensure the RTRL's compliance with all service level agreements.</li> <li>• Initiate utilisation of technology to: <ul style="list-style-type: none"> <li>• Ensure single source of the truth</li> <li>• Replace own source financial models and forecasting tools with council best practice.</li> </ul> </li> <li>• Network with peers and other industries to continue to generate business improvements.</li> <li>• Monitor and report on programs and levels of service delivery.</li> </ul> |

| Responsibilities                 |   | Accountability  |
|----------------------------------|---|---|
|                                  |   | <ul style="list-style-type: none"> <li>Review, adopt and maintain new service systems and technologies that ensure efficient cost-effective service delivery and enhance customer satisfaction.</li> </ul>  |
| Best Practice and Benchmarking   | Lead the team to achieve excellence through the establishment, management and monitoring of financial systems, change processes, standards and service delivery benchmarks.   | <ul style="list-style-type: none"> <li>Establish, monitor and review financial benchmarks to meet budget objectives.</li> <li>Develops, consults on and implements the RTRL Management plan as outlined and agreed with RTRL Committee, Senior Leadership Group (RTRL), Member Councils and Senior Leadership Team (Lismore City Council).</li> <li>Lead policy and procedures that ensure implementation of clear recommendations for improvement</li> <li>Collect, maintain and analyse opportunities and information that contribute to community growth.</li> <li>Design plans for the RTRL service to contribute to community growth.</li> <li>Establish and maintain programs and services to meet growth targets.</li> </ul> |
| Governance and Risk              | Oversee the identification of project and financial risks and appropriate management of these risks to regional Library services operations. Ensure risks to projects and financial service delivery to business units are identified and managed | <ul style="list-style-type: none"> <li>Align service delivery to meet the RTRL Strategic Plan objectives.</li> <li>Project and financial risks are identified on the corporate risk register with appropriate mitigation strategies.</li> <li>Identifying risks and developing risk mitigation tactics.</li> </ul>  |
| Customer driven service delivery | Build and maintain relationships with key stakeholders and customers (internal and external) related to Regional Library service delivery.  | <ul style="list-style-type: none"> <li>Establish and maintain a service delivery strategy that is agreed by the Senior Leadership Group (RTRL) and reported monthly.</li> <li>Drive a customer service approach in all internal and external interactions.</li> <li>Partner with external organisations to promote the RTRL service e.g. NSW State Library, Friends of the Library, ALIA and NSWPLA.</li> <li>Ensure that RTRL Committee, Member Councils, Senior Leadership Group (RTRL) and Senior Leadership Team (Lismore City Council) receive accurate and timely project and financial reporting data.</li> </ul>  |
| Finance                          | Create, manage and control financial and physical resources within agreed budgets, timeframes and reporting standards.  | <ul style="list-style-type: none"> <li>Provide specialist input into the development and monitoring of the Regional Library budget.</li> <li>Services are delivered to the established benchmarks within the agreed budget tolerances and timeframes.</li> <li>Monitor and report monthly in accordance with Council standards and expectations, including trend analysis and dashboard reporting</li> </ul>  |

| Responsibilities               |   | Accountability   |
|--------------------------------|---|--|
|                                |   | <ul style="list-style-type: none"> <li>• Financial planning &amp; forecasting including development and update of any financial plans.</li> <li>• Ensure the Quarterly Budget Review Statement (QBRs) reporting on financial performance adjustments are within an agreed tolerance to be set each year.</li> <li>• Identification and sourcing of external funding to maximise service delivery.</li> </ul>   |
| People                         | Coach, mentor, empower, develop and lead a cohesive and high performing customer centred, results driven team.  | <ul style="list-style-type: none"> <li>• Highly developed skills in team leadership, managing, supervising and mentoring staff to achieve high standards of productivity.</li> <li>• Ensure that all staff are aware of and follow all Council policies and procedures and comply fully with legislative or regulatory requirements relating to activities.</li> <li>• Demonstrate accountable, affiliative and constructive behaviours in all interactions</li> <li>• Lead the team to achieve excellence by establishing, maintaining and monitoring performance requirements.</li> <li>• Respond to employee satisfaction survey results to identify and act upon areas that require improvement.</li> <li>• Ensure the team demonstrates cohesive teamwork, flexibility, openness, transparency and ethical practice.</li> <li>• Foster an engaged and empowered workforce. Embrace continuous improvement principles to improve delivery of services to Council customers.</li> <li>• Creates learning and development programs and initiatives that provide internal development opportunities for employees.</li> <li>• Defining success metrics and measuring performance against these.</li> <li>• Oversees employee disciplinary meetings, terminations, and investigations.</li> <li>• Maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.</li> </ul> |
| Communication and Consultation | High level of written, verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with. | <ul style="list-style-type: none"> <li>• Provide clear concise information.</li> <li>• Facilitate the development of Member Council Service Level Agreements.</li> <li>• Establishing and maintaining effective community engagement mechanisms.</li> <li>• Provide reports as required on the management of the Regional Library service and the implementation of the Delivery and Operational Plans.</li> </ul>   |

| Responsibilities     |  | Accountability   |
|----------------------|--|--|
|                      |  | <ul style="list-style-type: none"> <li>• Monitor trends in usage and interests and provide feedback and advice to determine modifications/improvements to service delivery.</li> <li>• Review and implement a Regional Library Management Plan.</li> <li>• Provide tools for staff to support business development e.g. FAQ's, regular 'paper bag' meetings and other learning tools.</li> <li>• Prepare detailed reports, proposals and submissions to RTRL Committee, Senior Leadership Group (RTRL), Senior Leadership Team (Lismore City Council) and Lismore City Council.</li> <li>• Implement high level conflict resolution and negotiation skills.</li> <li>• Application of influencing skills to lead and encourage your team to embrace change, demonstrating accountable, affiliative and constructive behaviours.</li> <li>• Support and provide advice for Corporate Governance, Risk Management, Strategic Procurement and Project Management where required.</li> </ul> |
| Strategic Leadership | Provide specialist advice to the Senior Leadership Group and Senior Leadership Team on policy or key issues of significance to RTRL. | <ul style="list-style-type: none"> <li>• Attend and contribute to the Senior Leadership Group (RTRL) and Senior Leadership Team (Lismore city Council) meetings.</li> <li>• Prepare policy briefings and/or business papers on behalf of and to the Senior Leadership Group (RTRL), RTRL Committee and Senior Leadership Team (Lismore City Council) on matters of strategic importance.</li> </ul>  |

**Qualifications:  
Skills and Experience**

**Qualifications, certificates and licences**

- Degree or post graduate qualifications in a relevant field are essential.
- Substantial experience in a supervisory position in a large-scale service delivery context.
- Current Class C Driver's Licence.

**Experience, skills and knowledge**

- Experience in effectively managing the delivery of customer and information services.
- Knowledge and experience of principles and practices of information systems and ability to learn and adapt modern technology used in library services.
- Demonstrated experience developing and implementing project management processes in an established team and inspiring people to drive engagement, change and accountability.
- A leader with a high degree of personal integrity, emotional intelligence, flexibility and comfort working with ambiguity while driving towards clarity and solutions.
- Ability to lead the team to develop innovative solutions to strategic business problems and opportunities.
- Excellent customer service focus including the ability to identify information needs and to anticipate and provide solutions to complex issues.
- Understanding or ability to rapidly develop knowledge of statutory requirements of various Acts, regulations and guidelines relevant to the position.
- Proven track record in positively and successfully implementing management processes in complex and sensitive circumstances.
- Demonstrated experience in conflict resolution and negotiations that require high level communication and planning to achieve successful outcomes.
- Sound business planning, organisational, financial, and high-level report writing and administrative skills.
- Ability to create an environment in which innovative, efficient and effective ways to meet customers' needs are generated by colleagues and other organisational stakeholders.
- Demonstrated computer literacy, including word processing, excel and maintaining corporate records including Council information management software (such as Authority, Content Manager).
- Thorough understanding of and commitment to equal employment opportunity and work health and safety principles.