Role Description
Section Manager Libraries

Title	Section Manager Libraries
Reports to	Unit Manager Libraries and Education
Directorate	Community and Recreation Services
Unit	Libraries and Education
Section	Libraries
Pay Grade	19
Award Classification	Band 3 Level 4
Last Reviewed	23 August 2021
Document Number	D16488004

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary purpose of the role

Reporting directly to the Unit Manager Libraries and Education, the role of Section Manager Libraries is responsible for the strategic leadership and management of Council's library service.

The Section Manager Libraries will provide day to day and strategic leadership to a team of professionals responsible for the delivery of high-quality, contemporary library services throughout Council's branch libraries and outreach services. This will be achieved through the creation of innovative partnerships, community



engagement and meeting the information, recreation, cultural and lifelong learning needs of a changing community, and provision of best value services.

Key accountabilities

- Lead and manage Council's Library branch operations and outreach services, ensuring collections and programs meet contemporary community needs and promote lifelong learning;
- Review operations and processes in Council's library service to increase participation, membership and revenue and optimise business outcomes;
- Contribute to development and implementation of the Library Strategic Plan;
- Manage the Library Services budget and identify strategies to develop additional external sources of income for libraries through sponsorship, donations, grant funding and other means;
- Embrace diversity by supporting initiatives that create an environment in which differences are valued;
- Oversee the development of Library Service's information technology resources and where appropriate implement new technologies to improve service delivery;
- Demonstrate commitment to customer service by taking responsibility for delivering high quality services that result in a positive community impact;
- Work collaboratively by building cooperation to overcome barriers to information sharing and communication across the organisation;
- Demonstrate accountability by identifying and implementing safe work practices, taking a systematic risk management approach to ensure the health and safety of self and others.
- Other duties may be allocated by the Unit Manager. These will be in accordance with the employee's range of skills, competence, training and /or experience or be part of a training/development plan.

Interpersonal Skills and Personal Attributes

- Ability to use initiative and demonstrate creativity and innovation in the development and execution of new ideas;
- Ability to coordinate multiple tasks demonstrating superior organisational and time management skills;
- Demonstrate commitment to customer service by finding opportunities to collaborate with internal and external stakeholders to achieve an improved customer experience;
- Display strong influencing and mediation skills by negotiating from an informed and credible position;



- Communicate effectively by adjusting style and approach to translate technical information for a range of audiences, thereby optimising outcomes;

- Display resilience and courage by providing open and honest feedback.

Leadership / Management

- Act with integrity by demonstrating professionalism and setting an example for others to follow;

- Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve;
- Communicate effectively and create opportunities for others to be heard and contribute to discussion and debate;

- Deliver results by understanding organisational priorities, communicating team roles and responsibilities and ensuring the effective acquisition and use of resources to respond;

- Apply sound problem-solving techniques by participating in and contributing to team/unit initiatives to resolve common issues and identify/share business process improvements;

- Demonstrate accountability by assessing work outcomes and identifying and sharing learnings with the team to inform future actions;

- Display strong people management by addressing and resolving team and individual performance issues, including unsatisfactory performance, in a timely and effective way;

- Inspire direction and purpose by translating broad goals into operational needs and explaining linkages for the team;

- Manage change effectively by engaging staff in the process and by providing guidance, coaching and direction during periods of uncertainty.

Technical

- Extensive knowledge and understanding of the principles and practices of public library functions;

- Ability to understand legislative requirements, Acts and Guidelines relating to library services;

- Ability to interpret, analyse and manage financial and statistical data;

- Apply a range of reporting writing styles to tailor communications to the audience and explain complex concepts and arguments;

- Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate solution;



- Demonstrate sound project management by monitoring the completion of project milestones against goals and initiate amendments where necessary;
- Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks.

Finance and Governance

- Deliver results by ensuring the financial implications of changed priorities are explicit and budgeted for;
- Demonstrate accountability by understanding and applying high standards of financial probity, demonstrating respect for public monies and other resources;
- Involve specialist finance advice where required;
- Monitor procurement and contract management risks and what actions are expected to mitigate these;
- Ensure knowledge and understanding of legislative requirements governing direct service delivery, together with relevant legislation within a local government context.

Qualifications

Essential

- Degree qualification in Library and Information Science or relevant field OR demonstrated solid contemporary experience in managing library service operations, combined with ongoing professional development;
- Eligibility for professional membership of the Australian Library and Information Association;
- Current Class C Driver's Licence.

Desirable

- Certificate III or above in Business Management
- Local Government Experience

Experience

- Extensive experience managing library service operations and associated teams in a large organisation;
- Proven success as a leader with the ability to grow and develop teams focused on quality outcomes and a customer focus;
- Demonstrated experience in developing and promoting innovative projects and programs;



- Demonstrated experience in strategic thinking, innovation and promotion of continuous workplace improvement.

Key relationships

Who	
Internal	**External**
Executive Team	Community
Unit Managers	State and Federal Government Agencies
Council employees	Industry representatives and associations
	Vendors