

## Position Description

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<b>POSITION:</b>	Senior Coordinator Library Services
<b>POSITION NO:</b>	4089.1
<b>DIRECTORATE:</b>	Community Services
<b>DEPARTMENT:</b>	Libraries, Arts and Culture
<b>SECTION:</b>	Library Service
<b>LOCATION:</b>	Footscray Library
<b>DATE:</b>	August 2021

### **ORGANISATIONAL RELATIONSHIPS**

<b>Reports to:</b>	Manager Libraries, Arts and Culture
<b>Supervises:</b>	Senior Team Leader Library Partnerships and Engagement, Senior Team Leader Library Operations Development, Branch Team Leaders, Team Leader Children's and Youth Services.
<b>Internal Liaisons:</b>	Coordinator Information Technology and Resources, Coordinator Arts and Culture, Collections Specialist, Library Management Team (LMT), Library Leadership Team (LLT), Library staff at all levels, Coordinator Community Centres, Community Services Branch, People and Capability, Finance Department, other Council Departments as required, general Council staff.
<b>External Liaisons:</b>	Library customers, service contractors, suppliers, residents, service users and other stakeholders. Community organisations and groups, professional library networks and organisations and Federal, State and Local Government. Other relevant professional groups and networks such as educational institutions and agencies.
<b>AWARD CLASSIFICATION:</b>	Band 8
<b>CONDITIONS OF EMPLOYMENT:</b>	In addition to the terms and conditions of Council's Enterprise Agreement, there are policies and procedures that apply to your employment. These policies and procedures are formulated by the Council for the efficient and fair administration of employment and other business matters. You must diligently comply with its policies and procedures as amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on the Council.

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**HOURS OF DUTY:** 38 hours week to be worked between the spread of hours 7.00 am to 7.00 pm, Monday to Friday with an unpaid lunch break of 45 minutes. One accrued day off per four week cycle is available to this position.

**POSITION STATUS:** Permanent Full Time

### PRIMARY OBJECTIVES OF POSITION

The Senior Coordinator Library Services will provide leadership in all aspects of Library Services and Customer Experience, and will lead the service for the City of Maribyrnong and deliver core library services and resources to ensure library strategic and operational objectives and goals are achieved. Regular review, evaluation, strategic planning, reporting and communication along with a program of innovative service improvement will be central to this role. The position plays a key role in achieving a consistent and vibrant library customer service culture that is characterised by engagement and a positive visitor experience.

The key objectives of the position are to:

- Provide leadership and supervision to staff to ensure a coordinated and consistent approach to customer service and effective management of library facilities and resources.
- As a member of the library management team, collaboratively lead the organisation and deliver the strategic plans and projects as determined by the service and Council's strategic goals.
- Within the context of the Library Strategic Plan, develop, implement and review service wide professional development programs, plans, policies and procedures for management of staff, facilities and resources.
- Champion a 'Customer First' culture across the library service by developing a proactive customer service model and oversight of a centralised, coordinated and cost effective approach to rostering and management of staff.
- Lead staff in the development and delivery of high quality Library and Information Services and programs across the library service that meet the changing needs of the community, activate library spaces and increase reading, information and digital literacy outcomes for the community.
- Ensure the principles of community development are embedded in library services, programs and community engagement.
- Oversight for the promotion, marketing and engagement with the community in relation to library services, including brand management, strategic marketing campaigns, print and online collateral and social media.
- Lead human resources management, using innovative approaches, and develop and implement systems and processes to effectively manage human resources processes and staff resources including the staff budget.
- Engage with the wider library and Galleries, Libraries, Archives, Museums (GLAM), professional community to identify emerging opportunities and to maintain up to date knowledge of trends in libraries' development with particular reference to library collections and programs.
- Ensure that all library branch capital, major and minor capital works are strategically planned, project managed and delivered with a high emphasis on community focus, time frames and quality and compliance frameworks.

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- Forge strong partnership with LGA Councils, in particular inner and outer western region, to cultivate ongoing collaborative partnerships.

### DUTIES AND RESPONSIBILITIES

#### Leadership and Management:

- Provide leadership and guidance to all staff, fostering and promoting a team based environment for the development of library services.
- Actively contribute to the strategic development and direction of the library service as part of the Library Management, Leadership and Operations' Teams.
- Provide effective and consistent workforce development, staff management, direction and supervision to ensure role clarity and a clear sense of priorities.
- Excellent management, leadership and change management skill, with experience in leading staff in a complex and rapidly changing environment.
- Actively contribute to service planning, development, review and management of policy.
- Actively build and maintain morale levels through open communication and activities that foster a sense of team unity.
- Provide support to the Manager Libraries Arts and Culture team as a senior member of the management team.

#### Planning and Development:

- Ensure that programs, services and collections that are developed through a 'Customer First' lens and are highly responsive to community needs and in accordance with the Community Learning and Libraries Strategic Plan and Building Strategy and the Community Learning and Libraries Lifelong Learning and Literacy Strategy.
- As part of the Library Management Team and the wider corporate organisation leadership team, provide strategic policy and advice on issues relating to libraries and best value in relation to the provision of customer focused public library services.
- Meet all reporting requirements including monthly report, LGPRF and PLVN annual statistical return accurately and on time.
- Prepare and present Council reports, briefings and presentations on matters relating to areas of responsibility internally to the organisations and to external organisations.

#### Customer Service:

- Promote and engender a culture of 'Customer First' to all aspects of Library Services strategic and operational practice.
- Promote proactive and responsive customer service and engagement as an integral feature of all staff training.
- Work with the People and Capability department to strengthen the capacity of the library to build a customer engagement culture.

#### Programs:

- Ensure that library programs and events engage and meet the changing needs of the community in collaboration with other Council departments and external stakeholders.
- Consolidate and expand the established working relationships with the Maribyrnong Community Centre and Neighbourhood House network.

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- Ensure the effective and appropriate development of sustainable service models for library activation, outreach, volunteering, networking and partnering.
- Develop sustainable models for library activation and outreach.

### People and Culture:

- Effectively lead a pro-active and productive library team including responsibility for making operational decisions to ensure the smooth running and excellent delivery of library services.
- Oversee human resources processes, including recruitment, induction and training across the library service and effectively manage staff resources and staff budget.
- Oversee strategies which ensure the library has the necessary skills and capabilities to meet current and future organisation needs, within a workplace culture which contributes to optimal employee engagement and productivity.
- Work closely with the Manager Libraries Arts and Culture, Senior Team Leader, Service Development, Library Management and Leadership Teams to support coaching, performance planning, management and staff capacity building.
- Oversee the implementation of staff performance reviews, work plans, planning and development processes and meet the library's strategic objectives and Council's policies and programs.
- Foster a dynamic and motivated team based culture; develop and implement strategies to ensure staff are highly skilled, informed, motivated and work effectively as a team.
- Ensure effective policy management in regards to workforce and roster management.
- Ensure the provision of a safe, fair, diverse and harassment free workplace in keeping with legislative and regulatory frameworks.
- Ensure library buildings, furniture and facilities are maintained in a good condition at all times to enhance public and staff usage, safety and comfort and in accordance with occupational health and safety policy.
- Ensure the appropriate supervision of contractors and contract staff as required.

### Corporate Responsibilities and Priorities:

- Ensure any employee/s that are under the incumbent's supervision are trained in safe work practices and safe operation of equipment and are made aware of all occupational health and safety policies and procedures.

### Financial Management:

- Manage contracts with external providers against service delivery specifications and financial performance indicators.
- Develop and manage annual budget estimates for consideration by the Manager Libraries Arts and Culture.
- Develop and submit annually to the Capital and New Initiative Improvement program.
- Participate in monthly budget forecasting meetings.
- Support the development of grant applications and acquittals as opportunities arise.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

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### Organisational Responsibilities

Adherence to the Victorian Occupational Health and Safety Act 2004, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.

It is important that employees consider their own safety and the safety of those around them while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.

Be familiar with Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.

Practice and promote Council's Equal Opportunity, Harassment and bullying principles by treating fellow staff and our customers fairly and equitably and without discrimination, harassment or bullying.

Only make decisions, including financial, in accordance with Council's Sub-Delegation Operating Authority (Finance and General Administration).

Promote a positive image of the council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

### Corporate Culture

Staff at Maribyrnong City Council will be guided in their behaviour and conduct in the delivery of its services by the values listed below:

#### **Respect**

This includes the promotion of: inclusiveness, empathy, communication, good will.

#### **Integrity**

This includes the promotion of: honesty, loyalty, ethical behaviour, trustworthiness.

#### **Courage**

This includes the promotion of: innovation, considered risk, creativity, problem solving, initiative accountability, responsibility.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

### **Accountable for**

- a 'Customer First' culture and the efficient and effective planning and delivery of high quality library and information services and programs that are both cost effective and within agreed timelines to meet the diverse needs of the Maribyrnong community and are delivered within agreed timelines;
- the ongoing delivery and monitoring of all library services plans;
- efficient coordination of branch operations for all libraries within the service;
- contributing to the planning, development, input into policy development and management of the library service and the Libraries Arts and Culture Department;
- management of performance review framework, work plans, planning and development sessions for staff on an annual basis;

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- ensuring that any employee/s that under their supervision is trained in safe work practices and safe operation of equipment and are made aware of all occupational health and safety policies and procedures;
- adopting a pro-active risk management approach to all Council activities that the incumbent is responsible for and ensure that risks are identified, quantified and controlled and that Council employees, contractors and the community are protected against reasonable loss.

### Authority to:

- Prepare draft budgets;
- Sign purchase orders for approved budgetary items;
- Speak for Council in public meetings and forums on matters relating to approved duties;
- Prepare draft Council reports;
- Provide high level operational and policy advice to Managers and employees;
- Consolidate and review operating procedures and systems;
- Authorise and sign letters on behalf of Council within area of position responsibility.

### JUDGEMENT AND DECISION MAKING

The Senior Coordinator Library Services is expected to operate autonomously and will need to apply judgement in the initiation, management and implementation of projects and policies. Consideration of the broader organisational impact is paramount. Analysis of issues, interpretation of precedent and consideration of best practice is the fundamental in the delivery of outcomes for this position.

It is expected that the occupant will utilise a diverse and wide range of specialist technical and analytical skills recognising that judgement and decision making processes may involve significant levels of complexity and research. Guidance and advice will be sought from the Manager Libraries Arts and Culture and beyond Maribyrnong Council. The Senior Coordinator Library Services requires:-

- independence in decision making, problem solving and policy development based on specialised knowledge and skills.
- research, investigation, analysis skills and the capacity to interpret a wide range of information and apply this knowledge to decision making, policy development and guiding principles.
- judgement in applying quality improvement principles in ways which further the long term goals of Council and which reflect Council's values and aspirations.

### SPECIALIST SKILLS AND KNOWLEDGE

Extensive expertise in the leadership and management of public library services.

Strong understanding of the role/s of public libraries in communities, the local government sector, and a community and customer service approach to service delivery.

Proven performance in senior management and leadership.

An understanding of the long term goals of the Library Service and Council.

Current and thorough knowledge and awareness of community demographics and issues.

Analytical and research skills to be used in the formulation of policy.

An understanding of the concepts of community building, community development and the potential for library services to contribute to social capital.

Familiarity with relevant budgeting techniques with the ability to effectively monitor large budgets.

Capacity to consult with library service users and to respond to issues raised.

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### MANAGEMENT SKILLS

The Senior Coordinator Library Services is required to manage the library service operations and work with staff at a high level in Council. The Senior Coordinator Library Services will coordinate a team approach to the development of policies, guidelines, planning and future directions of the library service within the City of Maribyrnong.

Demonstrated experience in change management, and in leading staff in a complex and rapidly changing environment.

Ability to manage time, set priorities and plan and organise one's own work and that of other employees within the context of a team environment and a rostered timetable despite conflicting pressures.

Ability to lead and motivate other employees to achieve specific and set objectives in the most efficient way.

Understanding of and ability in personnel practices and policies enabling participation in staff development, recruitment and implementation of long term staffing strategies.

### INTERPERSONAL SKILLS

Highly developed interpersonal skills with the ability to liaise effectively with the staff and community, to work effectively within a team environment and to motivate, lead and develop employees.

Excellent negotiation, influencing and persuasion skills with maturity, discretion, integrity and judgment as required in a complex and political environment.

Excellent verbal and written communication skills with a demonstrated ability to provide informed expert advice, prepare high level reports and deliver presentations.

Ability to engage effectively with all levels of Council staff, service providers, community representatives and groups, local government staff and professional bodies, and individuals of all backgrounds and ages.

### QUALIFICATIONS AND EXPERIENCE

Tertiary qualification which confers eligibility for professional membership of the Australian Library and Information Association. Additional tertiary qualifications in a relevant discipline e.g. leadership and management are highly desirable plus substantial senior library management experience.

Extensive and demonstrated library experience and proficiency in library management and branch operations, staff management, program provision, and general library services.

### KEY SELECTION CRITERIA

Tertiary qualification which confers eligibility for professional membership of the Australian Library and Information Association. Additional tertiary qualifications in a relevant discipline e.g. leadership and management are highly desirable plus substantial senior library management experience.

Extensive and demonstrated library experience and proficiency in library service delivery, staff management and program provision, collections management and general library services.

Excellent analytical, systems thinking and problem solving skills with a demonstrated capacity to develop strategies, plans, budgets and resolve complex issues.

Strategic planning and policy development skills with proven capacity to play a strategic leadership and motivational role in the provision of services.

Proven senior management experience at an executive level in relevant areas.

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Specialist skills and understanding of library management practices relating to library program delivery and frameworks, library outreach and engagement services, and demonstrated understanding of the capacity of technology to deliver innovative library and learning environments.

Demonstrated experience fostering change in an innovative and customer focused work environment by gaining cooperation and engaging with staff.

Highly developed interpersonal skills with the ability to liaise effectively with the staff, community and within a team environment.

Ability to manage time, set priorities and plan and organise one's own work and that of other employees in an environment of competing demands and tight timelines.

Relevant budgeting experience with the ability to effectively monitor and manage large budgets.

Current Victorian Drivers License.

Current Working with Children Check Card.

No relevant criminal record found in a police check.

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The following signature is required to indicate understanding and agreement of the position description.

Name: .....

Signature: .....

Date: .....