

GOLDFIELDS LIBRARY CORPORATION

POSITION DESCRIPTION

POSITION TITLE:	Manager Engagement and Operations
CLASSIFICATION:	Band 7
TENURE:	Permanent

The Goldfields Library Corporation (GLC) services the Council areas of Greater Bendigo, Mount Alexander, Macedon Ranges and Loddon. We serve a population of almost 180,000 people with the eLibrary, 9 library branches, and 8 library agencies. Our Corporation is privileged to be serving these diverse communities across 13,000km² of Central Victoria.

The Library Plan 2017 – 2021 describes our priorities. These priorities are aligned to the priorities of our member councils and the regional partnership:

- Sense of community and liveability of the region
- Economic prosperity and employment
- Literacy, learning and education
- Community health, wellbeing and fairness
- Responsible governance and sustainable decision making

We plan to achieve these priorities by living our values and behaviours:

we show respect

We listen to people without interruption or judgement.
We have empathy for others and value our differences.
We build trust through taking an equitable and fair approach.

we have integrity

We take responsibility for our work and are committed to doing our best.
We support others to achieve their best.
We are consistent in our approach.

we are collaborative

We support each other and work as a team.
We seek and consider new ideas and opinions.
We are inclusive and communicate openly.

we commit to learning

We challenge ourselves and support our colleagues in learning new skills.
We provide opportunity to be introduced to new ways of thinking and new ideas.
We seek to learn from each other.

we are adaptable

We are responsive to our community and consider our diverse backgrounds, cultures and abilities.
We embrace new ways of doing things.
We are innovative and progressive in order to consistently achieve excellence.

POSITION SUMMARY

The position is part of the Leadership Team and will work with the CEO to plan, develop and implement strategies and policies in relation to corporate governance and library services. The position will lead staff in evidence based planning, development, delivery and evaluation of high quality services and programs in response to demographic profiles and community needs and aspirations.

POSITION OBJECTIVES & RESPONSIBILITIES

Identify and engage in strategic partnership opportunities:

- In partnership with the Manager People and Development, develop and maintain a strong strategic partnership with all four member Councils to:
 - develop a library infrastructure improvement and development plan, and
 - coordinate budget bids, and applications for grant funding (for example, Living Libraries).
- Consult with Councils and community-based organisations to assess service overlaps and opportunities to develop complementary library services and programs in response to local needs and in line with Goldfields Libraries strategic themes.

Be a role model in leadership, communication and management:

- Demonstrate application of the Goldfields Libraries Values and Behaviours.
- Ensure on-going operational and strategic communication across Goldfields Libraries.
- Contribute to the effectiveness of the Goldfields Libraries team through collaboration, cooperation, consultation and the prioritisation of collective objectives.
- Lead the Goldfields Libraries team towards the completion of both team and individual goals.
- Motivate, coach, counsel and develop staff, regularly monitor and assess performance of direct reports to provide constructive feedback and highlight development needs.
- Establish constructive relationships and influence a broad range of key stakeholders, including employees, managers, and external organisations.
- Network and liaise with professionals in other organisations to discuss specialist matters and gain cooperation and assistance from key areas within the organisation to resolve problems.

Provide strategic analysis and advice on library service delivery including long term planning:

- Support implementation of the Library Plan and ensure services are consistent with the strategic direction of the organisation.
- Prepare reports for the Board and external stakeholders.
- Investigate and maintain awareness of best practice and bring this knowledge to strategic discussions.
- Develop and implement Functional Area Plans for Goldfields Libraries.
- Establish and review practices, systems, and policies supporting service delivery.
- Develop budgets and monitor expenditure.
- Actively participate in management meetings, general staff meetings, and undertake professional development activities.
- Manage projects and change aimed at improving the effectiveness of service delivery.

Ensure a consistent and a high quality standard of operations across Goldfields Libraries:

- Oversee the management of library services from eight library sites: Bendigo, Kangaroo Flat, Eaglehawk, Castlemaine, Romsey, Woodend, Gisborne, Kyneton.
- Manage direct reports, undertaking annual workplanning and reviews, and manage leave.
- Promote a culture of evaluation, self-assessment and change.
- Ensure operational agility in response to change.
- Bring a strategic context to operations, ensure consistency across all libraries, and mentor Library Managers to trouble shoot and problem solve.

- Ensure that library buildings, facilities, and spaces support service delivery.
- Work with Council and Library Managers to initiate and implement building, facility and space upgrade projects
- Work in close partnership with the Leadership Team, Coordinators, and Library Managers, in regard to:
 - Review, development and implementation of policies, procedures and standards for library service delivery,
 - Collection purchasing and distribution, use of Collection HQ, and eLibrary,
 - Internet access, hardware, RFID, door counters, Pharos, printing, library management system and corporate network services,
 - Implementation of the programs framework,
 - Understanding of, and consistency with, library operating procedures,
 - Allocation of EFT, recruitment, backfill and training to deliver on agreed service levels.
- Develop and promulgate customer service policies to all staff in order to ensure a consistency of customer service standards.
- Evaluate service levels against community needs and industry best practice.

Lead and drive the development and implementation of contemporary, innovative and effective engagement tools and techniques, which facilitate the capture of diverse community views and encourage and maximise community involvement.

- Develop a Community Engagement Framework to improve the efficiency and effectiveness of Goldfields Libraries community engagement and gain input useful for the preparation of high-level strategies, programming and service reviews.
- Ensure that the Framework identifies all communities of interest and includes specific engagement techniques to ensure their inclusion with the objective of identifying and removing barriers to access and ensuring Goldfields Libraries services meet the needs of the whole community.
- Develop formal feedback management and reporting mechanisms to improve customer experiences and inform service delivery.
- Work in close partnership with
 - Library Managers to build capacity and processes to determine local community needs
 - Manager IT and Coordinator Communications to access online engagement tools, social media communications, Goldfields Libraries website and other relevant platforms.
- Promote and embed a shared understanding of community engagement in Goldfields Libraries.
- Provide advice and support in the design, delivery and evaluation of community engagement activities across the organisation.
- Develop, implement and evaluate strategies and systems to manage and analyse information gained through research and engagement activities to support evidence-based decision making.

REPORTING LINE

Reports to:	Chief Executive Officer
Direct reports:	Eight Library Managers
Collaborative Relationships:	Leadership Team, Headquarters Team
External Relationships:	Council Managers and staff, community groups and agencies, Councillors and Board members, State Government departments, Public Libraries, and other institutions, organisations and contractors.

OCCUPATIONAL HEALTH AND SAFETY Goldfields Libraries is committed to providing a safe and healthy environment for its employees, contractors, clients and the public. We are dedicated to continually improving health and safety performance with an overall objective to eliminate or reduce risk. All employees are expected to work within OH&S policies and procedures, report incidents and hazards and participate in professional development and training.

RISK MANAGEMENT The GLC has a whole-of-organisation approach to risk planning and management. All staff must adhere to the GLC's Risk Management Policy and Framework and take responsibility for identifying, managing and reducing risks. All staff must report identified hazards that may pose a risk to employees or the public, and/or may give rise to an insurance claim.

EQUAL OPPORTUNITY Goldfields Libraries values the diversity of our community, patrons, staff and volunteers. We actively seek to provide services that are accessible and inclusive. Goldfields Libraries does not tolerate any form of discrimination, sexual harassment or victimisation. Goldfields Libraries commitment to Equal Opportunity is outlined in our Code of Conduct.

CHILD SAFE ORGANISATION The Goldfields Libraries is a child safe organisation and is committed to the implementation in 2018 of the seven Child Safe Standards required under the Child Safety and Wellbeing Act. The safety, participation and empowerment of all children is embedded in our policies and work practices.

AWARD CLASSIFICATION This Position Description has been classified in accordance with your Enterprise Agreement, including Part B of that agreement, the (former) Victorian Local Authorities Award 2001.

Accountability and Extent of Authority

The position has the authority and freedom to act within established goals and policies with regular reporting mechanisms.

The position holder is accountable to the CEO for:

- Effective and efficient delivery of library services and programs
- Formulation and implementation of policies and procedures to support programs and service delivery
- Providing specialist advice in regards to library service delivery
- Management of budgets

The position has the authority to

- represent the Corporation and make decisions at meetings with stakeholders, partners and professional colleagues and has the authority to interact and negotiate with senior staff of member councils.
- initiate partnerships with community groups, member councils and other stakeholders.

Judgement and Decision Making

Decision making is based on a high level of professional knowledge, experience and skills to resolve problems and to make judgements, evaluations and recommendations for continuous improvement relating to a broad range of areas.

A feature of the work is the need for high level analysis with an ability to translate ideas into strategic frameworks. The position is responsible for developing and implementing strategic frameworks for all areas of service delivery, which involves engaging staff, community members and other stakeholders.

Specialist Skills and Knowledge

Analytical and investigative skills are required to enable the formulation of policy and procedure that is consistent with the Library Plan, and the organisations values and aspirations and of the legal and social context in which it operates.

Knowledge and familiarity with the principles and practices of budgeting and financial procedures.

Management Skills

The position manages a small team of coordinators and managers and is responsible for managing library services indirectly through staff across the Corporation. The Manager must have the ability to schedule his or her own work and work methods. The nature of the work does not lend itself to close supervision; it requires a self – initiating approach and an understanding of, and commitment to, the long term goals of the organisation. Project management and change management skills are required to ensure that community outcomes are achieved. The Manager must have considerable ability to effectively implement policies and procedures and to manage resources and budgets.

Interpersonal Skills

The Manager requires the ability to lead, motivate and develop other staff. They require persuasion and influencing skills to create consensus and gain agreement to proposals and ideas as well as having presentation skills to make an immediate positive impression on others. The ability to build productive networks and establish and maintain relationships with people at all levels including community members is essential. The Manager requires initiative and the ability to originate action and actively influence others.

Excellent communication skills both oral and written are mandatory as is the ability to communicate with people from diverse backgrounds, cultures and abilities.

Qualifications and Experience

- A relevant tertiary qualification is mandatory (i.e. community development, or library and information studies), coupled with substantial experience in similar positions.
 - A current Victorian driver's licence is mandatory.
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KEY SELECTION CRITERIA

- Ability to communicate a vision for contemporary library services that is clear and inspiring.
- Ability to engage with our communities and stakeholders, and manage strategic partnerships, to achieve quality outcomes.
- Demonstrated strategic thinking skills and leadership skills that facilitate innovation and best practice
- The ability to develop and implement strategic plans, policies and frameworks that support the achievement of organisational goals.
- Ability to lead and manage people and to work effectively with others and as part of a team.
- Strategic approach to the use of digital technologies, including social media applications.

I have read the Position Description and I understand and agree to all requirements within: This position has been approved by:

Name of Incumbent:

Name of Approver:

Signature:

Signature:

Date:

Date:

Goldfields Libraries – Organisational Chart – February 2018

