

CLASSIFICATION: Band 8
OCCUPANT: Vacant
DATE: January 2023

POSITION CONTEXT & OBJECTIVE(S):

The Service Manager Library and Learning Centre is responsible for the planning, development and delivery of, high quality customer focused library services to the Warrnambool community and SW TAFE students and staff. The incumbent will be able to demonstrate a passion for the role of the library in supporting the community to thrive and live well.

Management

- Provide strategic direction and long term planning for library services.
- Implement Best Value and Continuous Improvement practices in Warrnambool's library service.
- Manage the achievement of library actions in the Council Action Plan.
- Develop and implement strategic partnerships.
- Develop, implement and advise on library policies.
- Ensure appropriate consultation, participation and feedback from the community and SW TAFE in the development of policies and strategies relating to library services.

Leadership and Human Resources

- Provide effective leadership that includes coaching, guidance, problem resolution professional advice, managing performance and supporting staff and team development
- Foster an environment and positive team spirit that empowers and motivates library staff to deliver high quality services to the community as well as promotes the development of innovation and ideas for continuous improvement.
- Plan, lead and drive change management initiatives to enhance the delivery of library services.
- Ensure consistent and accurate interpretation and application of Council's Human Resources Management policies and practices in line with Occupational Health and Safety regulations.
- Identify staff training needs, develop an annual training program to improve staff efficiency, effectiveness, skills and performance, and conduct an annual evaluation program of training

Financial management

- Be responsible for the base, project and capital works budgets for the library service.
- Develop the library's budget estimates for the base, capital works and project budgets.
- Provide monthly financial reports.
- Explore and implement income generation avenues and alternative funding streams, including grants and/or sponsorship.
- Oversee the procurement of goods and services for the library service in accordance with Council policies and requirements.

Customer Service and Community Liaison

- Establish and manage systems, processes, policy, guidelines and rosters to ensure the delivery of customer focused day-to-day library operations.
- Lead staff in the development and delivery of high quality services, programs and customer experience that increase reading, information and digital literacy outcomes for the region including support the information needs of South West TAFE students and staff
- Manage, develop and evaluate the Library Service's print, audio visual and electronic collections to ensure that they meet community and SW TAFE needs
- Plan and develop the Library's Service's information technology resources and where appropriate manage the implementation of new technologies to improve service delivery
- Market and promote the services delivered by the Warrnambool City Library Service to the community, Council and Council staff
- Identify opportunities for collaboration and partnership with SWTAFE to deliver programs that provide students with a learning experience, or provides an experience for community to experience SWTAFE programs.

Reporting

- Prepare annual and monthly library status reports.

- Prepare Council reports.
- Prepare funding submissions.
- Prepare partnership agreements.
- Prepare annual statistical reports as required, including reports for the Local Government Reporting Framework.
- Prepare other reports as required.

Facility Management

- Ensure that the library building and its surrounds are well maintained
- Monitor the layout and presentation of the library to continuously improve functionality and access to the collections and services

External Relationships

- Contribute to the development of library services State-wide, through liaison and participation in Public Libraries Victoria and other peak library industry bodies
- Represent Council as a member of the VIC Public Libraries Association
- Service and support the South West TAFE requirements for information regarding the library service.
- Represent SWTAFE on the Victorian Association of TAFE Libraries

KEY SELECTION CRITERIA:

The following key selection criteria form the basis of the position

Applicants are required to address in writing the key selection criteria in their applications and will need to demonstrate to the selection panel that they have met the following criteria:

- Eligibility for professional membership of the Australian Library and Information Association (ALIA) and experience in the management and delivery of public library services at a senior level. Demonstrated knowledge of collection development and management practices in a public library setting.
- Demonstrated achievement in developing and delivering library programs that contribute to the capacity building and resilience of a community.
- Demonstrated success in team building, cultural change and change management.
- Demonstrated management skills including financial management, policy development and project management.
- Ability to provide strategic guidance on Library IT services, shaping our strategies and customer focused outcomes.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

YES

The incumbent must have and maintain a Working with Children Check:

YES

ORGANISATIONAL RELATIONSHIPS:

Reports to: Manager Recreation & Culture

Supervises: Library staff

Internal Contacts: Directorate Managers, Other Branch Staff, Internal Committees/Working Groups, All Staff,

External Contacts: General Public, Ratepayers, Other LG Authorities, Relevant Stakeholders

OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

Accountable for:

- 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 Warrnambool;
- the ongoing delivery and monitoring of all library services plans;
- efficient coordination of library operations;
- contributing to the planning, development, input into policy development and management of the Warrnambool Library Service and the Recreation and Culture Branch;
- undertaking and completing the performance review, work plans, planning and development sessions for staff on an annual basis;
- 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;
- make decisions in accordance with Council's Delegation of Authority

JUDGEMENT AND DECISION MAKING:

- The Service Manager Library and Learning Centre is required to develop and adapt policy, procedures and processes for the operation of Council's library service.
- The Service Manager Library and learning Hub 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 Recreation and Culture and beyond the Warrnambool Council.

SPECIALIST KNOWLEDGE AND SKILLS:

- Demonstrated senior experience in the planning and management of library services
- A sound knowledge of budgeting and relevant accounting and financial procedures
- Demonstrated capacity to develop effective and productive partnerships with funding bodies, key stakeholders and networks to strengthen service capacity to best respond to community needs.
- High level analytical, research skills in policy formulation and an ability to compile and write reports for internal and external publication.
- Knowledge of the local government sector and the important role of Council in a regional setting.
- Knowledge and familiarity with principles and practices of budgeting and accounting procedures
- An understanding of the concepts of community building, community development and the potential for library services to contribute to social capital.
- An understanding of relevant technology used in libraries, the ability to apply this knowledge and an awareness of ongoing developments in this area.

Service Manager Library & Learning Centre

MANAGEMENT SKILLS:

- Supervision of a large team of employees including tertiary qualified staff.
- Demonstrated ability to manage time despite conflicting pressures, set priorities and make decisions to achieve a range of outcomes within broad parameters and with little direction.
- Well-developed skills in the management of human, financial and physical resources.
- Well-developed written and verbal skills.
- Able to implement personnel policies and practices including awards, EEO and OH&S policies, recruitment and selection procedures and techniques, position descriptions and staff development schemes.

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.
- 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.
- Well-developed negotiation, facilitation and influencing skills
- Excellent written and oral communication skills.

QUALIFICATIONS AND EXPERIENCE:

- Eligibility for professional membership of the Australian Library and Information Association (ALIA)
- Experience in the management and delivery of strategic library services at a senior level.
- Experience in preparing, managing and meeting budgetary requirements
- Experience in managing staff
- Demonstrated project management skills in developing and implementing projects within budgets and timelines
- A current Victorian Driver's Licence is essential

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

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