



POSITION DESCRIPTION

POSITION:	Executive Manager Library Services and Customer Experience
SECTION:	Executive Leadership Team
LOCATION:	Administration – 30 Brougham Street, Geelong
REMUNERATION:	Senior Executive Officer including full private use of fleet vehicle within Victoria
POSITION DURATION:	Permanent full time after an initial probationary period of 6 months
HOURS OF DUTY:	The officer shall work the number of hours per week required to complete the work allocated which shall be a minimum of 38 hours per week
CONDITIONS OF EMPLOYMENT:	Geelong Regional Library Corporation (GRLC) Enterprise Agreement (2013) and its successors and library policies
OCCUPANT:	Vacant
APPROVED BY:	Chief Executive Officer
DATE:	30 January 2015

ORGANISATIONAL CONTEXT

Established in 1997 under the provisions of the Local Government Act, Geelong Regional Library Corporation (GRLC) delivers library services to a resident population of over 270,000 and visitors to the region through an extensive and growing network of 16 branch libraries, 2 mobile libraries, a community library service and virtual library services. The Corporation is governed by a Board comprising elected representatives from each of the four member Councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. The Regional Library Support Centre where the position is based delivers technical, administrative and management services on a regional basis via the branch, mobile and virtual network of libraries.

READING THE FUTURE: NEXT GENERATION LIBRARIES THE LIBRARY PLAN 2013-2017

Vision

A strong vibrant connected community:

- Enriched by reading
- Empowered by learning
- Inspired by information and ideas

Mission

We will create opportunities for our community to read, learn and connect with each other and the world:

- By delivering innovative and exemplary library services
- By facilitating equitable access to information and technology
- Through our library staff's knowledge, expertise and encouragement.

Goals

The Geelong Regional Library Corporation strives to enrich, empower, enlighten and inspire the community we serve – providing library services, programs, collections, spaces and experiences that create opportunities for our community to read, learn and connect with each other and the world.

- Goal One: Learning to read, reading to live
Goal Two: Becoming part of everyday life
Goal Three: Transforming the way we work
Goal Four: Bridging the past and the future

Values and service principles

- Intellectual freedom
- Equity and access
- Community focus and engagement
- Innovation
- Collaboration
- Workforce support and development
- Integrity and service excellence
- Good governance

Excerpt from the Library Plan 2013-2017

Libraries are becoming less about quiet reading and contemplation and more about lifelong learning, community strengthening and social interaction. Bright and welcoming spaces, access to technology, quality print and online collections, literary events and programs all make a vibrant contribution to the creative knowledge economy.

Our population is both growing and changing. Our region is one of the fastest growing in the country and reflects the national trends in birth rates, an ageing demographic and continued migration. These trends provide us with a rich tapestry of library users: young people who are 'born digital', seniors who are increasingly active and engaged in the broader world and a culturally diverse migrant community.

The next five years will see us lead in the development of technology-enabled service delivery both within our physical library spaces and online. Increasingly technology will be seamlessly integrated into people's lives and the library's collection and programs will reach our users anywhere any time.

We will also herald a new era in the Geelong region with the opening of the Geelong Library and Heritage Centre. Located in the Cultural Precinct this iconic landmark will contribute significantly to place-making and urban socio-cultural regeneration. It will be the central library for our extensive regional network of libraries, a community and cultural space for local residents, a centre for discovery of information about Geelong and a major destination for visitors from both within and outside the region.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Chief Executive Officer
Supervises:	Regional Manager – Bellarine/Surf Coast Regional Manager – Geelong Regional Manager – Northern Children's and Youth Services Coordinator
Internal liaisons:	Executive Leadership Team Strategic Leadership Team All Library staff
External liaisons:	The incumbent is required to negotiate and maintain a professional relationship with a range of Federal, State, Local Government and regional agencies, including the public library sector, private sector bodies, peak bodies such as ALIA, external service providers, suppliers, contractors, community members, library members and visitors.

POSITION OBJECTIVES

Provide leadership in all aspects of Library Services and Customer Experience including services delivered via library branch network, mobile libraries, community library service, outreach activity and lifelong learning programs.

Advise and contribute effectively to the Executive Leadership Team to enable the Corporation's strategic vision and direction to be achieved through the provision of exemplary leadership, guidance and support on all Library Services and Customer Experience matters.

As a member of the Executive Leadership Team collaboratively lead the organisation and deliver the strategic plans and projects as determined by the GRLC Board.

KEY RESPONSIBILITIES

1. Library Services and Customer Experience

Deliver excellence in library services and customer experience by developing, implementing and regularly reviewing strategies, policies and procedures.

Develop, implement and regularly review a Customer Service strategy which ensures all library service points are welcoming, safe, purposeful and of high presentation standard as well as the delivery of excellent library services and customer experience by frontline library staff.

Research, plan and develop a schedule of library based programs and outreach services that improve social, cultural, learning and economic outcomes for the Geelong region focused on lifelong learning for all ages.

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 working effectively with all teams delivering learning and cultural programs, major events and festivals.

Ensure that all library branch and mobile library capital, major and minor works projects are strategically planned, project managed and delivered with a high emphasis on community focus, timeframes, quality and compliance frameworks.

Identify grants and other income opportunities and produce applications for funding to enable greater library programming opportunities and which contribute to achievements of Corporation visions, mission, goals and strategies.

Forge strong partnerships with Member Councils, organisations and community agencies and groups including those in Arts & Culture, Children's Services, Youth Services, Disability Services, Aged Services, Diversity, Community Development, Lifelong Learning including formal and non-formal education providers, Business, Local, State and Federal Government, to further the values and objectives of GRLC.

2. Leadership and management

Proactively participate and contribute to the strategic development of the Corporation as part of the Executive Leadership Team.

Actively contribute to strategic and operational planning, development and review of policy and management of the Corporation.

Prepare and present briefings and presentations on matters relating to areas of responsibility internally and externally.

Contribute to the development of GRLC annual budget and strategic resource plan and manage relevant Library Services and Customer Experience budgets.

Submit clear and concise reports in relation to Library Services and Customer Experience operations and key performance indicators according to organisational timelines and requirements.

Provide strategic and other reports as required for the CEO and The Board.

Attend and represent GRLC at library events and programs, external events and networks.

Undertake Acting CEO duties on a rotational basis during periods of CEOs annual leave.

3. People and culture

Develop and maintain a culture and practice of community and customer focus.

Model, promote and support leadership, strategic thinking, problem solving and decision making at library network level through performance planning, coaching and development of staff.

Ensure all staff under supervision prepare and implement annual work plans, meet high standards and support organisational objectives.

Identify and implement strategies to acquire skills and enabling resources for GRLC staff.

Provide line management and supervision to staff under the position's direct supervision and to other staff where required.

Build and effectively lead a pro-active, co-operative and high performing team and teams within a matrix organisation environment to deliver library and customer experience excellence.

Champion the provision of a safe, supportive, fair, diverse and harassment free workplace in line with legislative and regulatory frameworks.

Supervise contractors and contract staff as required.

4. Organisational responsibilities

Manage the provision of all services and practice in library services to ensure compliance with the legislative and regulatory framework under which the Corporation is established and maintained.

Ensure adherence to Occupational Health and Safety legislation, policies and procedures including training in safe work practices and safe operation of equipment.

Practice and promote Equal Opportunity principles by treating fellow staff fairly and equitably and without discrimination and harassment.

Promote a positive image of the Corporation to the community and other stakeholders through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

Maintain and continually develop professional awareness and skills through reading of professional and other relevant literature, participation in professional networks, public library industry projects, and attendance at professional meetings, seminars.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible and accountable to the Chief Executive Officer for the effective and efficient management of the Library Services and Customer Experience Department and for achieving organisational and individual goals as detailed in the Library Plan, Annual Plans, Individual Work Plans, Budget and any Special Project Plans arising.
- Responsible and accountable for collaborative strategic leadership as a member of the Executive Leadership Team and for modelling workplace and team behaviours.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position.
- Authority to manage the Library Services and Customer Experience Department and carry out executive duties in accordance with GRLC policies, relevant delegations, and in compliance with statutory requirements.

JUDGEMENT AND DECISION MAKING

- Ability to positively represent GRLC to government, business and other organisations.
- Ability to identify matters requiring the attention of the Chief Executive Officer and the Board as necessary.
- Ability to identify opportunities for improvement of organisation and community benefit through new policies, procedures and processes and to actively promote these within the Executive and Regional Leadership Teams.
- With the Executive Leadership Team be responsible for the development of complex organisation-wide policy options to ensure the efficient and effective operation of the total organisation.

SPECIALIST SKILLS AND KNOWLEDGE

- Extensive expertise in the leadership and management of library and/or customer/ visitor services.
- Strong understanding and appreciation of the many roles of public libraries in communities, the local government sector and a community and customer focused approach to service delivery.
- Demonstrated experience as a thought leader with the ability to generate ideas and contribute to the continuing discussion and development of contemporary and future libraries.
- Extensive expertise in the management of multiple library services, sites, programs and dispersed teams.
- Demonstrated understanding and application of the legislative and regulatory frameworks under which the Corporation functions.
- Proven performance as a senior manager and leader.

MANAGEMENT SKILLS

- Excellent management skills with substantial experience in leading staff in a complex and rapidly change environment.
- Highly developed analytic thinking as demonstrated through systems, strategic and business planning skills.
- High level ability to analyse complex issues to formulate, review, develop and implement policies and processes which reflect industry best practice.
- Demonstrated ability to develop, initiate and deliver complex projects on time and within budget.
- High level ability to lead, inspire, motivate and manage people.
- Excellent analytical, systems thinking and problem solving skills with a demonstrated capacity to develop strategies, plans, budgets and resolve complex issues.
- Proven ability to negotiate and define organisational and team structures, roles and responsibilities as well as manage self and others to achieve strategic objectives.
- Ability to lead continuous improvement within the Corporation's strategic and policy context.
- Capacity to ensure that team processes and performance reporting are implemented effectively.
- An understanding of the function of the position within its organisational context including organisational values, principles, relevant procedures and policies relating to the library and appreciation of the goals of the organisation.

INTERPERSONAL SKILLS

- High level of integrity as demonstrated by commitment to the public interest, inspiring trust by treating all employees fairly, and modelling the behaviours expected of others.
- Excellent verbal and written communication skills with a demonstrated ability to provide informed expert advice, prepare high level reports and deliver presentations.
- Ability to coach and empower others.
- Ability to work as part of a highly functioning Executive Leadership Team.
- Excellent negotiation, influencing and persuasion skills with maturity, discretion, integrity and judgment as required in a complex administrative and political environment.
- Proven ability to discuss and positively resolve problems and conflicts.
- Demonstrated ability to build positive relationships and collaborative partnerships with external stakeholders

QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary degree with additional tertiary qualifications in a relevant discipline, for example Leadership and Management, highly desirable.
- A tertiary qualification conferring eligibility for Associate membership of the Australian Library and Information Association desirable but not essential.
- Proven strategic leadership and management experience in relevant areas
- Current Victorian Drivers Licence.

KEY SELECTION CRITERIA

- Demonstrated understanding of the role/s of the public libraries in communities, the local government sector and a community and customer focused approach to service delivery.
- Demonstrated experience as a thought leader with the ability to generate ideas and contribute to the continuing discussion and development of contemporary and future libraries.
- Relevant tertiary degree with additional tertiary qualifications in a relevant discipline, for example Leadership and Management, or conferring eligibility for Associate membership of the Australian Library and Information Association highly desirable.
- Proven strategic management experience at a senior executive level in relevant areas.
- Extensive expertise in the management of multiple library services, sites, programs and dispersed teams.
- Proven expertise in management of significant people and material resources.
- Advanced negotiation, influencing and stakeholder engagement skills.
- Superior communication skills including demonstrated ability to research, write and present high level policy and strategic documents, reports and plans as well as the demonstrated ability to communicate to a wide variety of audiences.
- Demonstrated ability to lead organisational continuous improvement and adherence to legislative and regulatory requirements within the Corporation's strategic and policy context.
- Substantial experience in leading staff in a complex and rapidly changing environment.
- Ability to manage multiple high level projects and workflows to tight deadlines.

TERMS AND CONDITIONS

The Executive Manager Library Services and Customer Experience is a Senior Executive Officer appointment with a negotiated salary package including full private use of a fleet vehicle within Victoria.

Vision Super scheme is the default fund determined in the Enterprise Agreement. Annual, sick and long service leave accruals apply pursuant to the Enterprise Agreement.

A six month probationary period applies.

Appointment to this position is subject to the successful applicant being able to provide or willing to undergo a Police check.

APPLICATION PROCESS

Enquiries: Patti Manolis, CEO, 03 5272 6010

Applications marked "private and confidential" including a covering letter, curriculum vitae, statement addressing the key selection criteria and three professional referees should be forwarded by email to:

Shirley Jones, Executive Assistant to the CEO, shirley.jones@grlc.vic.gov.au

Applications close 5pm Monday 2 March 2015