GEELONG
REGIONAL
LIBRARIES

POSITION DESCRIPTION

POSITION:	**Business Systems Coordinator**
LOCATION:	Regional Library Support Centre, Level 4, Geelong Library & Heritage Centre
AWARD CLASSIFICATION:	Band 6
POSITION DURATION:	Permanent Full-time
HOURS OF DUTY:	76 hour fortnight
CONDITIONS OF EMPLOYMENT:	Geelong Regional Library Corporation Enterprise Agreement (2013) and its successors
OCCUPANT:	Vacant
APPROVED BY:	Chief Executive Officer
DATE:	8 November 2017

POSITION OBJECTIVES

Supporting the Executive Manager, Business Systems and Innovation, assist leading and coaching staff in a changing work environment to ensure all staff are confident and committed to use of business systems technology in their daily work

Contribute to the development and implementation of appropriate systems for intelligence-gathering, analysis and reporting based on business performance metrics and/or customer analytics to support strategic planning and decision making

Develop compliant measurement systems, collection, storage and reporting processes

Represent GRLC at internal and external user group and stakeholder activities to investigate, recommend and report on emerging business systems and/or alternative approaches

Contribute to GRLC's Business Systems & Innovation forward planning processes and fulfil the objectives of the Regional Library in accordance with approved plans, policies, procedures and guidelines

Assist the Executive Manager Business Systems & Innovation in the tendering and implementation of supplier contracts and service level agreements and oversee the day to day operation of relevant contracts and service agreements.

ORGANISATIONAL CONTEXT

The Geelong Regional Library Corporation is one of Victoria's largest library networks covering some 5,500 square kilometres providing library and heritage services to four councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

The network comprises a Central Library located in the heart of Geelong's cultural precinct, a group of fifteen Community Libraries in urban, rural and coastal locations, two mobile library services and a community library service.

ORGANISATIONAL RESPONSIBILITIES

To contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan

To adopt and model GRLC's values embodied in the service principles articulated in the Library Plan:
- Intellectual freedom
- Equity and access
- Community focus and engagement
- Innovation
- Collaboration
- Workforce support and development
- Integrity and service excellence
- Good governance

To contribute to a creative, flexible and resilient Collection and Technologies Access team and Geelong Regional Library Corporation team.

To work according to the Library's values and service principles through individual and team actions.

To take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace.

ORGANISATIONAL RELATIONSHIPS

Reports to: Executive Manager, Business Systems & Innovation

Directly supervises: Data Support Officer

Internal Liaisons: All staff

External Liaisons: Library users
                           Victorian public library colleagues
                           External suppliers, contractors and service providers
                           Member Council staff

KEY RESPONSIBILITIES

1. Business Systems

Manage ongoing operation of Library Management System and associated systems such as web catalogue, tele-messaging, RFID hardware and software, SMS
Assist in the implementation, administration and maintenance of other library business systems, such as document management, OH&S, heritage systems
Manage the day to day operation of relevant vendor contracts and agreements
Monitor business systems data integrity through developed audit control procedures
Develop and communicate policies and procedures related to systems and software

With guidance and support from the Executive Manager, Business Systems & Innovation, project manage software upgrades and installations

Provide library business systems staff training and support

Assist in web design and maintenance of GRLC's internal and external web portals.

2.   Risk Management

Work with the Executive Manager, Business Systems & Innovation, to ensure the security and integrity of the organisation's network infrastructure protects GRLC's assets, including user accounts and business systems

Monitor and report on business system data integrity through developed audit control procedures

Work with the Executive Manager, Business Systems & Innovation, to ensure the provision and currency of GRLC procedures enabling problem solving of business systems and operational issues.

3.   Statistical and Operational Reporting and Monitoring

Develop and communicate procedures and guidelines for online users, statistical data entry and reporting

Monitor data collection procedures and processes to ensure timely and accurate business reporting

Maintain a statistical information framework for GRLC that complies with Corporate, legislative and Government requirements regarding the recording and reporting of statistical data

Produce accurate statistics and reports on business intelligence, performance results and trends in relation to GRLC Libraries and its customers

Produce scheduled Collections Management reports

Provide timely and regular reports and feedback on performance against business plan objectives and budgets

Coordinate data collection for annual report, surveys and other external requests.

4.   People and Teams

Proactively cultivate and maintain strong team relationships amongst colleagues contributing to forward thinking, creative and innovative business systems solutions

Participate in the Business Systems & Innovation team projects including their design and implementation

Within the scope of this role, perform duties required by various library teams such as Collection & Technologies Access, Library Services & Customer Experience and the Geelong Heritage Centre

Model professional awareness through sharing of current professional reading of relevant literature and attendance at targeted professional development opportunities

Contribute to promoting a community focused orientation and team spirit

Model and encourage collaboration and engagement with key stakeholders and suppliers.

5. Reporting

Prepare annual work plans to support organisational objectives

Monitor and report on the evaluation of business systems initiatives

Oversee maintenance of appropriate business systems infrastructure

Submit clear and concise reports as required

SPECIALIST SKILLS AND KNOWLEDGE

A relevant tertiary qualification and demonstrated work experience in relevant area

Ability to use business systems tools for completion of reporting and analysis

Knowledge of and interest in latest developments in public library trends, information technology and provision of effective library services in a changing environment

Sound knowledge of the processes required to measure, collect, store and report on organisational metrics

Knowledge of business systems as they relate to innovative library management practice

High level skills in the use of data management tools including the ability to develop complex spreadsheets, input forms and reports

Knowledge and ability to fulfil the objectives of GRLC as identified in the Library Plan and in accordance with approved plans, policies, procedures and guidelines as they relate to business systems

Demonstrated sound knowledge and expertise in current web technologies, communications platforms and applications

Advanced problem solving and analytical skills with an ability to develop innovative and creative solutions to business systems problems

Demonstrated capacity to innovatively contribute to the achievement of projects in a change environment including the ability to organise and prioritise effectively, undertake multiple tasks and meet tight deadlines

Proven ability to build positive relationships with variety of stakeholders and commitment to delivering customer service excellence in writing and verbally.

MANAGEMENT SKILLS

Contribute to and support the achievement of Business Systems & Innovation objectives as they relate to key deliverables, budgets, timelines and resources

Submit clear and concise reports in relation to business systems, data reporting and analysis according to organisational requirements and timelines.

INTERPERSONAL SKILLS

Highly developed interpersonal and written communication skills

The ability to work within a team with enthusiasm an flexibility to achieve quality outcomes that contribute to the delivery of the Business Systems & Innovation Strategic Plans and the plans of various other GRLC teams

Strong emotional literacy contributing positively to staff harmony

Ability to gain cooperation contributing to the delivery of projects whilst developing and maintaining partnerships with diverse key stake holders

QUALIFICATIONS AND EXPERIENCE

Tertiary qualification in a relevant field with eligibility for Associate membership of the Australian Library and Information Association desirable

Experience in the coordination and operation of Library Management Systems and associated technologies

Experience in data collection and high level data analysis

Experience in current web technologies, communication platforms and applications

KEY SELECTION CRITERIA

Tertiary qualification in a relevant field with eligibility for Associate membership of the Australian Library and Information Association desirable

Demonstrated understanding of the role/s of public libraries in communities and a community focused approach to service delivery

Demonstrated ability to analyse and interpret data and appraise emerging trends to plan possible impact on service delivery and make recommendations regarding future trends

Demonstrated ability to coordinate Library on-line service delivery, systems and metrics reporting in a changing environment

Demonstrated ability to implement, administer and maintain business system operations, projects and teams in a changing environment, especially in relation to the Library Management System and its impact on library operations

Demonstrated understanding of current web technologies, communications platforms and applications

Ability to effectively plan, organise and manage workload and own time to achieve targets within a set timetable

Ability to foster positive relationships, gain cooperation and assistance, develop and coach individuals and teams, to achieve organisation objectives and contribute to staff development

Highly developed data analysis skills, oral and written communication skills

Exceptional relationship management and communication skills, modelling and encouraging collaboration and engagement with key stakeholders and suppliers.

Current Victorian Drivers Licence

TERMS AND CONDITIONS

The Business Systems Coordinator is classified as a Band 6 within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the salary is currently $77,960 to $84,434 per annum plus 9.5% superannuation.

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

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

A six month probationary period applies.

SPECIAL CHARACTERISTICS

In line with operational requirements, work may be rostered at any service location within the Corporation and a component of evening and weekend may be required.

Physical work and manual handling is an intrinsic requirement of working in libraries. This includes standing for significant periods of time, continuous activity that involves movements such as lifting, bending, carrying and pushing.

JOB APPLICATION GUIDE

All applicants should carefully read the **Job Application Guide** located on the Employment Page of GRLC's website which provides further information and outlines the requirements when applying for a job with GRLC.

CLOSING DATE FOR APPLICATIONS

26 November 2017.