

## POSITION DESCRIPTION

<b>POSITION:</b>	<b>Manager, Geelong Library and Heritage Centre</b>
<b>SECTION:</b>	Library Services and Customer Experience
<b>LOCATION:</b>	Geelong Library and Heritage
<b>REMUNERATION:</b>	\$86,803 - \$96,414 plus superannuation
<b>POSITION DURATION:</b>	Permanent full-time
<b>HOURS OF DUTY:</b>	76 hour fortnight
<b>CONDITIONS OF EMPLOYMENT:</b>	Geelong Regional Library Corporation Enterprise Agreement 2013 and its successors
<b>OCCUPANT:</b>	Vacant
<b>APPROVED BY:</b>	Chief Executive Officer
<b>DATE:</b>	23 September 2016

---

### POSITION OBJECTIVES

Ensure the Geelong Library & Heritage Centre (GLHC) fulfils its role as an iconic cultural landmark for local, national and overseas visitors, councils, representatives of other libraries and cultural institutions.

Develop and deliver a diverse range of exceptional, contemporary, community focussed services and customer experiences befitting the GLHC, an award winning major learning and cultural institution.

Lead, develop and coach individuals and capable teams to deliver exemplary services and programmes optimising customer and visitor experiences at the GLHC.

Monitor and review all elements of service delivery and implement change to ensure exemplary services which respond to evolving customer and visitor needs and expectations.

Develop, review and implement policies, procedures, and systems which underpin the delivery of customer service excellence.

Develop and promote partnerships and collaborations with internal and external stakeholders to optimise the market potential, reach and delivery of services for library users and visitors.

Ensure the GLHC's presentation is optimised to provide a physical space which sustains its iconic status and provides a supportive, safe, inclusive community space for customers, visitors and staff.

## **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 collection services to four councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

The network comprises a central Geelong Library & Heritage Centre located in the heart of the Geelong 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**

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

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.

Contribute to a more flexible, resilient and proactive culture by participating in organisational teams including the Strategic Leadership Group and the Library Services Team.

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**

<b>Reports to:</b>	<b>Executive Manager, Library Services and Customer Experience</b>
<b>Directly supervises:</b>	Branch Librarian, Geelong Library & Heritage Centre Venue Hire Activator
<b>Internal Liaisons:</b>	All staff
<b>External Liaisons:</b>	Library users Cultural Precinct Partners Education and Community Sector Victorian public library colleagues External suppliers, contractors and service providers Member Council staff Guests and visitors to the libraries

## **KEY RESPONSIBILITIES**

### **1. Geelong Library and Heritage Centre**

Ensure the GLHC fulfils its role as the region's premier Central Library service within the Geelong Region for all library users and visitors.

Ensure the GLHC fulfils its role as an iconic cultural landmark for local, national and overseas visitors and representatives of other libraries, councils and cultural institutions.

Embrace and lead the delivery of a human-centred mind-set of customer service and programming which supports the contemporary needs of a diverse community.

Ensure library facilities achieve optimal standards of presentation and operation to enhance customer experience.

Develop, implement and monitor the adherence of policies, procedures and operational systems to ensure service delivery excellence by GLHC staff.

Lead and participate in internal and external working groups which enable innovative and contemporary methods of developing and delivering customer services and experiences.

Advocate the necessary support from other external and internal business units including Heritage Centre Services, Technologies Access, Collections, Marketing and Communications, Events and Programming, Children's and Youth Services, to deliver exemplary library programmes and customer experiences.

Actively initiate potential facilities enhancement and development opportunities in support of customer service excellence.

### **2. Leadership and Teams**

Employing a human-centred approach to leadership, develop staff to proactively embrace and deliver exceptional community focused, innovative, contemporary services and customer experiences.

Coach, mentor and motivate individuals and teams to develop their capacity to manage their work and delivery of excellence in library services and customer experiences.

Develop a team culture which supports a cohesive and collaborative work environment and high performing, resilient and agile teams capable of delivering an exemplary library service.

Drive and lead continual improvement by fostering and promoting positive mind-sets which support organisational change and development.

Performance manage through regular meetings, appraisals, preparation and review of work plans, the achievement of organisational objectives.

Support staff in the sourcing, development and delivery of programs and activities which achieve current and future community and customer service needs and expectations.

Participate in and encourage professional development through the sharing of knowledge and ideas, promotion of relevant literature and attendance at professional development opportunities.

### **3. Occupational Health and Safety**

Proactively manage and report on Occupational Health and Safety within the GLHC.

Contribute to the GRLC OHS Committee and develop and refine policies and procedures which minimise harm and improve the safety of staff and visitors to the GLHC.

### **4. Strategic and Service Planning**

In conjunction with Executive and Strategic Leadership Teams, develop and deliver the Library Plan objectives with specific emphasis on outcomes relating to the GLHC.

Develop asset management and service plans for the GLHC.

Monitor and review library services on offer and customer experiences to ensure quality service delivery and to identify future opportunities to achieve customer service excellence.

Collaborate with other GRLC Managers and teams to enhance the GLHC programs and services delivery.

### **5. Collaboration, Partnerships and Outreach**

Build and nurture positive relationships that encourage collaboration with community groups, Local and State Governments and other key stakeholders.

Work proactively with Council staff and suppliers in regard to the management, maintenance and development of the GLHC.

Build visitation and use of library services and event spaces by hosting tours and familiarisations with the community and other stakeholders.

### **6. Information Technology**

Model a high level of understanding and use of emerging technologies related to the provision of public library services.

Apply emerging technologies to daily operational work to ensure effective and efficient delivery of services, in consultation with specialist staff as required.

### **7. Collections**

Ensure the collection in the GLHC is maintained in accordance with the relevant policies and plans.

Contribute to the development of the collection by participating in working groups and providing feedback as required.

## **8. Budget**

Contribute to the development of the GLHC budget.

Monitor and report on expenditure in the GLHC in line with the budget and monthly forecasts.

Develop the knowledge and skills of staff to employ actions which support the achievement of service delivery within budgetary forecasts.

## **9. Reporting**

Ensure appropriate statistics are maintained for the GLHC.

Monitor statistics and correct / report anomalies as they occur.

Monitor and evaluate programs, events and services at the GLHC.

Submit clear and concise reports on activity at the GLHC and other related areas of activity as required.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The Manager, GLHC is accountable to the Executive Manager, Library Services and Customer Experience for achieving specific outcomes as outlined in this position description and the Library Plan, the Budget and any designated projects.

The Manager, GLHC will have an input into policy development and implementation within their area of management.

## **JUDGEMENT AND DECISION MAKING**

Creative problem solving to enable informed decision making.

Policy development in consultation with the Executive Leadership Team.

Guidance is not always available within the organisation.

## **SPECIALIST SKILLS AND KNOWLEDGE**

Ability to inform and implement strategies and library policies.

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

Understanding of the long term goals of the wider organisation, its values and aspirations and of the legal and political context in which it operates.

Demonstrated ability to lead and develop staff, initiate and manage external relationships and partnerships.

Demonstrated ability to manage projects and facilities.

Understanding of the latest trends in public library development, interest in the application of new processes, programs and technologies to the library network.

Appreciation of how public libraries contribute to developing sustainable communities.

## **MANAGEMENT SKILLS**

Demonstrated ability to create a positive work environment, lead and coach staff for improved performance.

Experience in strategic and operational planning.

Experience in the development and review of policy and procedures, and the implementation of change in management and practice.

Manage relevant budget expenditure and make recommendations for budget consideration for capital, operational and/or development initiatives.

Achieve GRLC objectives through the effective management of time, budgets and resources.

Proven ability to work independently and as a constructive and flexible team member.

## **INTERPERSONAL SKILLS**

Highly developed interpersonal and written communication skills.

Strong emotional literacy that enables effective leadership and development of staff.

Ability to develop partnerships and gain continuous cooperation of key stake holders in the delivery of projects.

Ability to liaise effectively and sensitively with a diverse community.

## **QUALIFICATIONS AND EXPERIENCE**

Tertiary qualification which confers eligibility for Associate Membership of Australian Library & Information Association (ALIA).

Several years' of leadership and managerial experience, preferably within a public library.

## **KEY SELECTION CRITERIA**

Experience in the management of human, financial and physical resources preferably within a public library.

Proven experience in leading and developing high performing work teams.

Knowledge and understanding of the latest trends in public library development, including the role of libraries as community, cultural and tourism destinations.

Proven ability to deliver work that on a daily basis ranges from the strategic to technical and operational.

Experience in business development, marketing and managing public library environments, programs and activities.

High level technology skills and knowledge and interest in the application of new information technologies within a library environment.

Exceptional relationship management supported by highly developed oral and written communication skills.

Eligibility for Associate Membership of ALIA.

Current Victorian Drivers Licence.

## **TERMS AND CONDITIONS**

The Manager, Geelong Library & Heritage Centre is classified as a Band 7 within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the salary is currently \$86,803 to \$96,414 per annum plus 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 be willing to undergo a Working with Children and Police check.

Flexible hours will be agreed to enable attendance at events and other library activities that may be held in the evening and at weekends.

A six month probationary period applies.

## **SPECIAL CHARACTERISTICS**

In line with operational requirements, work may be at any service location within the Corporation. 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 the website, which provides further information and outlines the requirements when applying for a job with GRLC.

## **CLOSING DATE FOR APPLICATIONS**

**Applications close Monday, 10 October 2016.**