

CANDIDATE BRIEF

DIRECTOR, COMMUNITY EXPERIENCE



GEELONG
REGIONAL
LIBRARIES



*Live your why at
Geelong Regional Libraries*

THE GEELONG REGIONAL LIBRARY
CORPORATION ACKNOWLEDGES THE

Wadawurrung People of the Kulin
nation, and the Gulidjan and Gadubanud
Peoples of the Maar nations as the
Original Owners of the lands on which
our library services operate. We pay
respect to Elders past, present and
emerging. We acknowledge and
celebrate First Nations Peoples of this
land as the custodians of learning,
literacy, knowledge and story.

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THE OPPORTUNITY

The Director Community Experience exists to realise our statement of purpose: to be a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging.

The focus of the role is leadership in all aspects of library operations and customer experience and enabling cultural transformation through innovative collaborations and ways of working together.

This Division ensures that our customers and communities can enjoy accessible and welcoming library services and programs wherever they live, work and play in the region.

The role will:

- lead service reviews and business improvement initiatives
- drive increased visitation and participation in our services for everyone
- embed robust budget and resource management approaches
- build a multi-site culture where everyone supports each other and works together for community benefit
- ensure all our library operational initiatives deliver *Connecting and Thriving* Library Plan outcomes.

Lead a high-performing team to address local needs with local solutions at each of our libraries.



CONNECTING AND THRIVING

Connecting and Thriving, our Library Plan 2021-15 sets out our Purpose and Vision, and provides a roadmap for our work over the four-year strategy period.

The Geelong Regional Library Corporation's (GRLC) purpose is to provide a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging.

This is particularly pertinent as we contribute to the recovery of the region during and post pandemic.

We are a consistently recognised leader in Victoria's public library sector and provide services across the five local government areas that are part of the [G21 region](#). Our network comprises 19 libraries and 3 mobile library services.

We aspire to be regional leaders in technology and innovation so that, as the custodians and distributors of accumulated knowledge and resources, we can ensure universal access for everyone, whether online, in our libraries, or through outreach and innovative partnerships.

We create safe and welcoming spaces for everyone and host a rich calendar of learning and cultural programs and events with live audiences and via online platforms.

We continue to embed an organisational culture that is curious, caring, skilled and confident to experiment during these transformative times.

We are focussed on establishing strategic frameworks and systems that will ensure we are known as a sustainable, well-governed and future-focussed organisation.

Our Library Plan sets a roadmap for our work during 2021-2025 under the following four key pillars:

COMMUNITY

Geelong Regional Libraries is an innovative partner. We are addressing local needs with local solutions. You see us out and about in the region, focusing on vulnerable and hard to reach communities.

PLACES & SPACES

Our spaces are adaptable and democratic; uplifting and sustainable.

OUR PEOPLE

Our team is curious, caring and skilled. We exhibit a spirit of experimentation that matches transformative times.

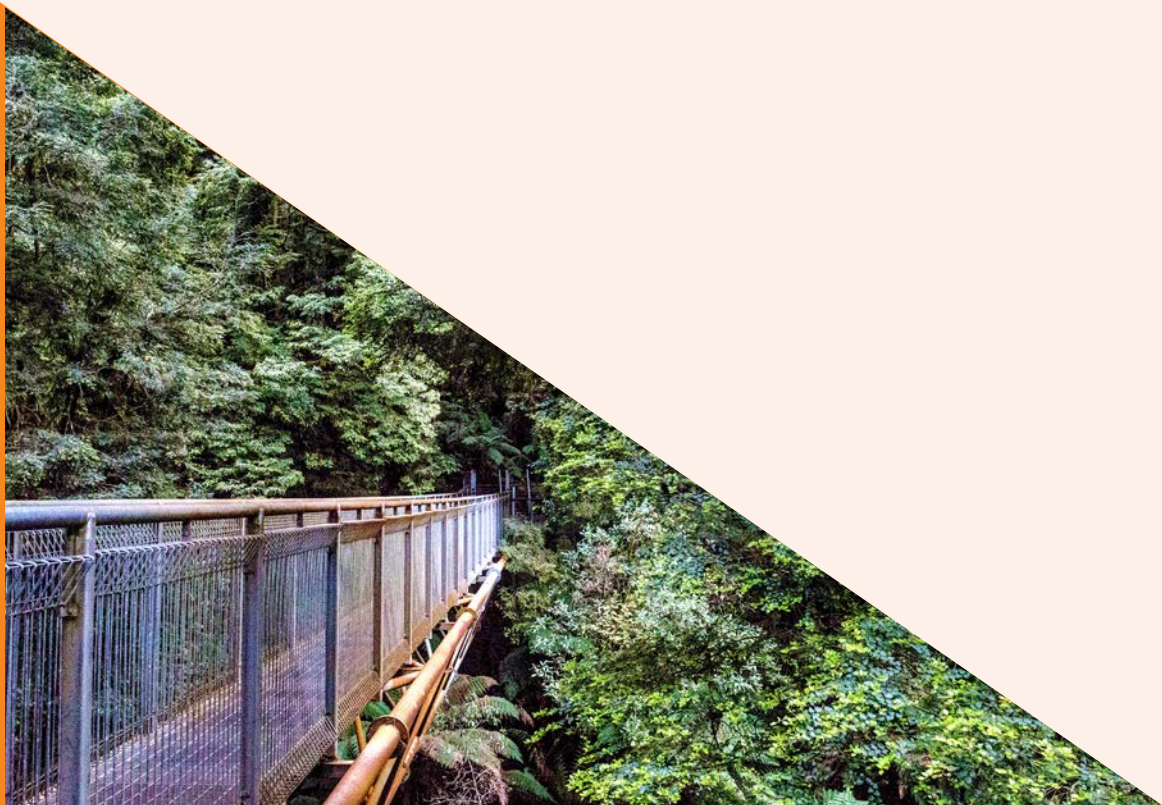
REGIONAL LEADERSHIP

Geelong Regional Libraries is known for leading regional recovery. We use our core strength for community good.





- A truly community-focussed organisation, Geelong Regional Libraries' people live their values through their work – we know that we are making a positive impact on the lives of people in our communities.
- Join a team of dedicated and skilled professionals and make your mark on the organisation during a period of exciting transformative change.
- Work for an organisation that values innovation, creativity and collaboration; you will be valued for the contribution you make and supported to be the best version of yourself.
- Love where you work! Situated in the dynamic cultural precinct of Geelong, the headquarters of Geelong Regional Libraries is perfectly located to allow you to explore the best that Victoria's 'second city' has to offer. Make the most of the regional location with our flexible work options.
- Enjoy the opportunity to work with libraries in a network across a huge geographic area, from coastal hamlets to farmland, National Parks to regional hubs.
- With a vibrant cultural and food scene, excellent education options, and stunning coastlines, our region offers a wonderful lifestyle opportunity.
- We provide library services in the [G21 region](#) and as collaborative regional leaders we contribute to the delivery of [key local priorities](#).



KEY RESULTS AREAS (DIVISIONAL)

The Director, Community Experience will motivate a high performing team to deliver the following strategic priorities:



CUSTOMER EXPERIENCE



BUSINESS IMPROVEMENT &
CULTURAL TRANSFORMATION



CHILDREN & YOUTH
EVENTS & PROGRAMMING



HERITAGE & INFORMATION
SERVICES



LEADERSHIP & CULTURE

CUSTOMER EXPERIENCE

Lead the implementation of strategic frameworks and approaches that ensure a customer centric library service that best meets the needs of local communities. Lead the identification, planning and implementation of strategic service reviews.

BUSINESS IMPROVEMENT & CULTURAL TRANSFORMATION

Design and implement best practise strategic plans and frameworks to support existing and new services and systems and lead organisational plans and actions in response to staff and customer feedback. Implement operational programs that embed cultural transformation.

CHILDRENS AND YOUTH EVENTS AND PROGRAMMING

Lead a creative approach to events so Geelong Regional Libraries are known for quality traditional and alternative programming that grows a diverse audience.

Grow our profile and increase membership and visitation through strategic and innovative programs and services.

HERITAGE AND INFORMATION SERVICES

Deliver the Heritage Services Strategy. Build quality and reputable adult programs that attract a diverse and growing audience.

LEADERSHIP AND CULTURE

Provision of leadership, direction and management oversight to enable a high performing and successful Division that demonstrates a safe, strong and enjoyable workplace culture.



KEY RESULT AREAS [ORGANISATIONAL]

- Ensure our library teams are engaged, collaborative and working together for community benefit.
- High quality reports and presentations that build GRLC reputation as well governed and as a regional leader.
- Lead our operational partnerships through tactical and collaborative practices and ensure all our library operational initiatives are in synergy with the overall strategic directions of the organisation.
- Contribution to the development of a high performing Executive Leadership Team that collaborates on organisational-wide issues and initiatives.
- Demonstrated modelling of collaborative ways of working and contribution to the development of a strong workplace culture, during a time of transformation, as part of the Executive Leadership Team.
- Championing the provision of a safe, supportive and diverse workplace in line with legislative and regulatory frameworks, and best practice.



ABOUT YOU

We're looking for an energetic and experienced leader, who has the ability to positively influence and lead change.

Our ideal candidate is an outstanding leader and executive team player with a track record of being part of and building high performing teams that are aligned, engaged and collaborative. You will be able to meet the following Key Selection Criteria:

- Proven experience effectively leading whole of organisation transformation programs.
- Significant political and communications acumen with a proven ability to maximise the organisational and community benefit derived from tactical communications and engagement.
- Proven experience building strong customer centric cultures and adherence to legislative and regulatory requirements.
- Highly developed analytical and lateral thinking skills and the ability to initiate, drive change and implement innovations.
- Excellent interpersonal negotiation and persuasion skills and the ability to exercise discretion and judgement in a complex business and political environment.
- Relevant tertiary qualifications and additional studies in business, law, public administration or related fields.
- Proven ability to lead a high-performance team to deliver innovative and innovative service and business improvements.





NEXT STEPS

Please refer to the [full Position Description](#) on our website.

Apply via the employment page on our website
grlc.vic.gov.au/about-us/employment

Please submit your application, including a covering letter and resume.

Have you got questions?

Please contact Subha Simpson, Manager People and Culture: [0417 734 536](tel:0417734536)
or subha.simpson@grlc.vic.gov.au

CLOSING DATE FOR APPLICATIONS: SUNDAY 8 OCTOBER 2022

GEELONG
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