

POSITION DESCRIPTION

POSTION	Director, Community Experience
SECTION/WORK UNIT	Executive Leadership Team
LOCATION	Kim Barne Murrk, Geelong Library and Heritage Centre
AWARD CLASSIFICATION	Senior Officer
CONDITIONS OF EMPLOYMENT	Executive Contract up to Five Years
REPORTS TO	CEO
OCCUPANT	VACANT
APPROVED BY	CEO
DATE	September 2023

WHO WE ARE

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 our 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. This includes 19 libraries and 3 mobile library services, with five new libraries planned to open by 2025.

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 in our growing region, whether online, in our libraries, or through outreach and innovative partnerships.

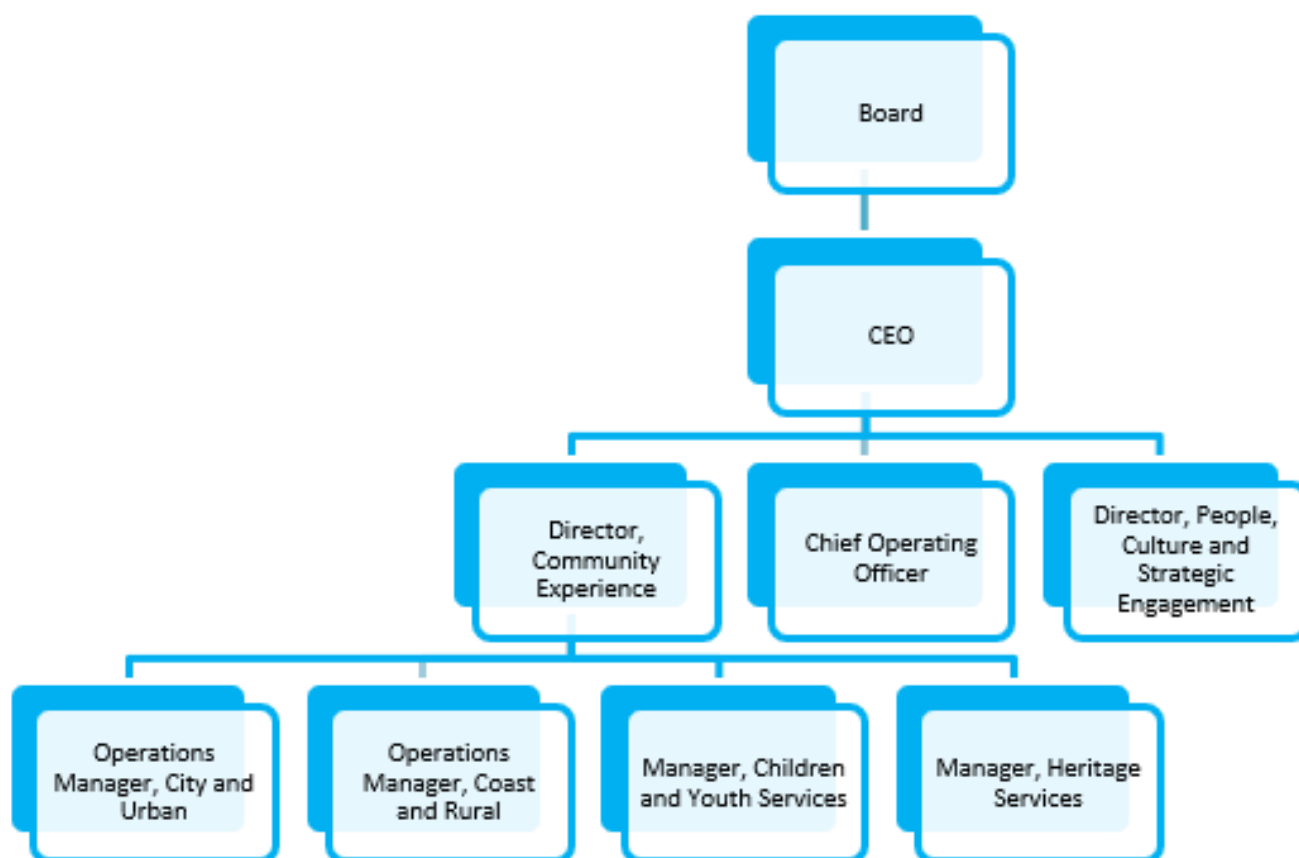
We create safe and welcoming spaces for everyone and host a rich calendar of learning and cultural programs and events with live audiences and via online platforms.

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 transformative frameworks and systems that will ensure we are known as a sustainable, well governed, and future focussed organisation.

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ORGANISATION STRUCTURE



POSITION OBJECTIVE

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 to ensure efficient and effective customer focussed library services and programs
- drive increased visitation and participation for everyone who works, studies, reads and plays in our libraries
- embed robust budget and resource management approaches across library operations
- 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.

The Director will lead the following functions through the lens of continuous improvement:

- our customer experience
- library programs and services focussed on lifelong learning, from early years literacy development to seniors, digital, access and inclusion
- heritage services
- collaborative spaces and innovative opportunities to use our spaces and places differently
- partnerships and sponsorships with government agencies, local business and community organisations.

As a member of the Executive Leadership Team, they contribute to a high performing team that models authentic, engaging and professional leadership. They are committed to continuous improvement and demonstrate a deep alignment with our purpose and vision that focusses on access and inclusion for everyone, particularly our vulnerable communities whilst responding to growth and changing demographics.

The Director thrives when driving organisational transformation and collaborating to build a strong customer-centric culture that celebrates and supports our curious, caring and skilled people.

KEY RESULT AREAS

Divisional

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 development and execution of efficient and best practise operational frameworks including rostering, programming and service delivery.

Lead the identification, planning and implementation of strategic service reviews.

Business Improvement and Cultural Transformation

Design and implement best practise service reviews, strategic plans and frameworks to support existing and new services and systems.

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 GRCLC is known for quality traditional and alternative programming that grows a diverse audience.

Increase membership and visitation through strategic and innovative programs and services.

Strengthen our profile as a leader in the region and the public library sector to enable advocacy for our growing service.

Lead increased staff engagement through strategic library collaborations.

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 a management oversight to enable a high performing and successful division that demonstrates a safe, strong and enjoyable workplace culture.

Organisational

Ensure our library teams are engaged, collaborative and working together for community benefit.

High quality reports and presentations that build GRCLC 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.

KEY SELECTION CRITERIA

An outstanding leader and executive team player with a track record in being part of and building high performing teams that are aligned, engaged and collaborative.

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 take the initiative, drive change and implement innovations.

Excellent interpersonal negotiation and persuasion skills, with the ability to use discretion and judgement in a complex business and political environment.

Relevant tertiary qualifications and additional studies in leadership are desirable.

Proven ability to lead a high-performance team to deliver organisational objectives and innovative service and business improvements.

OTHER RELEVANT INFORMATION

The Director Community Experience is classified as a Senior Officer. It is an expectation that all GRLC employees will perform their job professionally, respectfully and pleasantly, in accordance with the principles and practices of workplace diversity, workplace participation and in support of a safe working environment.

GRLC is a child safe and child friendly organisation committed to ensuring that all children who visit our libraries have the right to feel and be safe. Appointments to positions are subject to successful applicants providing positive Working with Children and Police checks. All staff must maintain a valid Working with Children Check throughout their employment with GRLC.

GRLC values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Applicants from Aboriginal and Torres Strait Islander people are encouraged to apply.

We encourage expressions of interest and applications from people with a lived experience of disability, or long-term illness or injury and people of all abilities, cultures, age, sex and gender.

A six month probation period applies.

SPECIAL CONDITIONS AND CHARACTERISTICS

Employment is subject to the presentation of documentary evidence of the right to work in Australia.

A National Police Records check may be required throughout your employment with GRLC.

FOR FURTHER INFORMATION

Please contact Subha Simpson, Manager, People and Culture on 0417 734 536 if you have any queries regarding the role.