



GOLDFIELDS LIBRARY CORPORATION

POSITION DESCRIPTION

POSITION TITLE: Manager Operations
CLASSIFICATION: Band 7
TENURE: Fixed term until 16th February, 2022 0.7 EFT

Note: It is a requirement that a Working with Children Check be provided prior to commencement in this position.

The Goldfields Library Corporation (GLC) services the Council areas of Greater Bendigo, Mount Alexander, Macedon Ranges and Loddon. We serve a population of almost 180,000 people with the eLibrary, 9 library branches, and 8 library agencies. Our Corporation is privileged to be serving these diverse communities across 13,000km² of Central Victoria.

The Library Plan 2017 – 2021 describes our priorities. These priorities are aligned to the priorities of our member councils and the regional partnership:

- Sense of community and liveability of the region
- Economic prosperity and employment
- Literacy, learning and education
- Community health, wellbeing and fairness
- Responsible governance and sustainable decision making

We plan to achieve these priorities by living our values and behaviours:

we show respect

We listen to people without interruption or judgement.
We have empathy for others and value our differences.
We build trust through taking an equitable and fair approach.

we have integrity

We take responsibility for our work and are committed to doing our best.
We support others to achieve their best.
We are consistent in our approach.

we are collaborative

We support each other and work as a team.
We seek and consider new ideas and opinions.
We are inclusive and communicate openly.

we commit to learning

We challenge ourselves and support our colleagues in learning new skills.
We provide opportunity to be introduced to new ways of thinking and new ideas.
We seek to learn from each other.

we are adaptable

We are responsive to our community and consider our diverse backgrounds, cultures and abilities.
We embrace new ways of doing things.
We are innovative and progressive in order to consistently achieve excellence.

POSITION SUMMARY

The position is part of the Leadership Team and is responsible for driving success in all areas of library operations in alignment with Goldfields Libraries key strategic priorities. The position will work with the CEO to plan, develop and implement strategies in relation to the continued improvement of library services and resource management across the organisation. The position will lead staff in the development and delivery of high quality services through regular review, evaluation, strategic planning, financial management and innovative service improvement.

POSITION OBJECTIVES & RESPONSIBILITIES

Ensure a consistent and high quality standard of operations across Goldfields Libraries:

- Oversee the management of library services from eight library sites: Bendigo, Kangaroo Flat, Eaglehawk, Castlemaine, Romsey, Woodend, Gisborne, Kyneton.
- Manage direct reports, undertaking annual workplanning and reviews in line with GLC policy
- Ensure operational agility in response to change and promote a culture of evaluation and high performance
- Bring a strategic context to operations, ensure consistency across all libraries, and mentor Library Managers to trouble shoot and problem solve.
- Consulting with Councils and community-based organisations to assess service overlaps and opportunities to develop complementary library services and programs in response to local needs and in line with Goldfields Libraries strategic themes.

Identify and engage in strategic partnership opportunities by:

- Developing and maintaining a strong strategic partnership with all four member Councils to coordinate budget bids and applications for grant funding.
- Consulting with Councils and community-based organisations to assess service overlaps and opportunities to develop complementary library services and programs in response to local needs and in line with Goldfields Libraries strategic themes.

Be a role model in leadership, communication and management by:

- Demonstrating application of Goldfields Libraries Values and Behaviours.
- Ensuring on-going operational and strategic communication across Goldfields Libraries.
- Contributing to the effectiveness of the Goldfields Libraries team through collaboration, cooperation, consultation and the prioritisation of collective objectives.
- Leading the Goldfields Libraries team towards the completion of both team and individual goals.
- Motivating, coaching, counselling and developing staff, regularly monitoring and assessing performance of direct reports to provide constructive feedback and highlight development needs.
- Establishing constructive relationships and influencing a broad range of key stakeholders including employees, managers, and external organisations.
- Networking and liaising with professionals in other organisations to discuss specialist matters and gain cooperation and assistance from key areas within the organisation to resolve problems.

Provide strategic analysis and advice on library service delivery including long term planning by:

- Supporting implementation of the Library Plan and ensuring services are consistent with the strategic direction of the organisation.
- Preparing reports for the Board and external stakeholders.
- Investigating and maintaining awareness of best practice and bring this knowledge to strategic discussions.
- Developing and implementing Functional Area Plans for Goldfields Libraries.
- Establishing and reviewing practices, systems, and policies supporting service delivery.
- Actively participating in management meetings, general staff meetings, and undertaking professional development activities.
- Managing projects and change aimed at better meeting the needs of Goldfields Libraries communities.

REPORTING LINE

Reports to: Chief Executive Officer
Direct reports: Bendigo Library Manager
Kangaroo Flat & Eaglehawk Library Manager
Castlemaine Library Manager
Kyneton Library Manager
Woodend Library Manager
Gisborne Library Manager
Romsey Library Manager

Collaborative Relationships: Leadership Team, Regional Team
External Relationships: Council Managers and staff, community groups and agencies, Councillors and Board members, State Government departments, Public Libraries and other institutions, organisations and contractors.

HEALTH AND SAFETY

Goldfields Libraries is committed to providing a safe and healthy environment for its employees, contractors, clients and the public. We are dedicated to continually improving health and safety performance with an overall objective to eliminate or reduce risk. All employees are expected to work within H&S policies and procedures, report incidents and hazards and participate in professional development and training.

RISK MANAGEMENT

The GLC has a whole-of-organisation approach to risk planning and management. All staff must adhere to the GLC's Risk Management Policy and Framework and take responsibility for identifying, managing and reducing risks. All staff must report identified hazards that may pose a risk to employees or the public, and/or may give rise to an insurance claim.

EQUAL OPPORTUNITY

Goldfields Libraries values the diversity of our community, patrons, staff and volunteers. We actively seek to provide services that are accessible and inclusive. Goldfields Libraries does not tolerate any form of discrimination, sexual harassment or victimisation. Goldfields Libraries commitment to Equal Opportunity is outlined in our Code of Conduct.

CHILD SAFE ORGANISATION

Goldfields Libraries is a child safe organisation and is committed to the seven Child Safe Standards required under the Child Safety and Wellbeing Act. The safety, participation and empowerment of all children is embedded in our policies and work practices.

AWARD CLASSIFICATION

This Position Description has been classified in accordance with your Enterprise Agreement, including Part B of that agreement, the (former) Victorian Local Authorities Award 2001.

Accountability and Extent of Authority

The position has the authority and freedom to act within established goals and policies with regular reporting mechanisms.

The position holder is accountable to the CEO for:

- Effective and efficient delivery of library services and programs
- Formulation and implementation of policies and procedures to support programs and service delivery
- Providing specialist advice in regards to library service delivery
- Management of budgets

The position has the authority to

- represent the Corporation and make decisions at meetings with stakeholders, partners and professional colleagues and has the authority to interact and negotiate with senior staff of member councils.
- initiate partnerships with community groups, member councils and other stakeholders.

Judgement and Decision Making

Decision making is based on a high level of professional knowledge, experience and skills to resolve problems and to make judgements, evaluations and recommendations for continuous improvement relating to a broad range of areas. A feature of the work is the need for high level analysis with an ability to translate ideas into strategic frameworks. The position is responsible for developing and implementing strategic frameworks for all areas of service delivery, which involves engaging staff, community members and other stakeholders.

Specialist Skills and Knowledge

Analytical and investigative skills are required to enable the formulation of policy and procedures that are consistent with the Library Plan, and the organisation's values and aspirations, and of the legal and social context in which it operates. Knowledge and familiarity with the principles and practices of budgeting and financial procedures.

Management Skills

The position manages a small team of coordinators and managers and is responsible for managing library services indirectly through staff across the Corporation. The Manager must have the ability to schedule their own work and work methods. The nature of the work does not lend itself to close supervision; it requires a self-initiating approach and an understanding of, and commitment to, the long-term goals of the organisation. Project management and change management skills are required to ensure that community outcomes are achieved. The Manager must have considerable ability to effectively implement policies and procedures and to manage resources and budgets.

Interpersonal Skills

The Manager requires the ability to lead, motivate and develop other staff. They require persuasion and influencing skills to create consensus and gain agreement to proposals and ideas as well as having presentation skills to make an immediate positive impression on others. The ability to build productive networks and establish and maintain relationships with people at all levels including community members is essential. The Manager requires initiative and the ability to originate action and actively influence others. Excellent communication skills both, oral and written, are mandatory as is the ability to communicate with people from diverse backgrounds, cultures and abilities.

Qualifications and Experience

A relevant tertiary qualification is mandatory coupled with experience in similar positions. A current Victorian driver's licence is mandatory.

KEY SELECTION CRITERIA

- Ability to communicate a vision for contemporary library services that shows an understanding of the social, legal and financial contexts in which public libraries operate.
- Be able to demonstrate strategic thinking skills, the ability to think independently and to negotiate and gain cooperation of a broad range of stakeholders including staff, general public, community organisations, industry networks and Council partners.
- Demonstrated experience in leading, developing and motivating work teams to deliver excellent results in service delivery.
- Proven ability to build and maintain trust with teams and colleagues across a diverse organisation
- Demonstrated ability to successfully manage budgets, resources and assets and to deliver complex projects on time.
- Excellent interpersonal and communication skills including strong conflict resolution skills

I have read the Position Description and I understand and agree to all requirements within:

This position has been approved by:

Name of Incumbent:

Name of Approver:

Signature:

Signature:

Date:

Date:

