

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Branch Manager</b>
<b>CLASSIFICATION:</b>	<b>Band 5</b>
<b>TENURE:</b>	<b>Fixed Term</b>
<b>HOURS:</b>	<b>59.5 hours per fortnight   0.85 EFT</b>
<b>POSITION REPORTS TO:</b>	<b>Manager Engagement and Operations</b>
<b>LOCATION:</b>	<b>Romsey</b>

The North Central Goldfields Regional Library Corporation (trading as Goldfields Library Corporation) services the council areas of Greater Bendigo, Mount Alexander, Macedon Ranges and Loddon. We serve a population of almost 180,000 people with the e-library, nine library branches and eight library agencies. We are privileged to serve these diverse communities across 13,000km<sup>2</sup> of Central Victoria.

The Library Plan 2021 - 2025 describes our priorities and values which are aligned to those of our member councils and the regional partnership.

## Our Mission

You belong as you are  
We start where you are  
A learning journey with you  
Let's make it fun

## Our Priorities:

**Children and Young People** - Supporting childhood and adolescent development.

**Lifelong Learning** - Encouraging learning at any age or stage.

**Safety and Inclusion** - A welcoming and accessible service.

**A Sustainable Future** - Playing our part in action against climate change.

**An Informed Community** - An engaged, creative, informed community.

**Connecting People** - Providing opportunity for connection both digital and physical.

**Respecting First Nations Peoples and Cultures** - Celebrating our nation's first cultures.

**A Learning Organisation** - Learning and growing with our community.

## Our Values:

### Inclusion and safety

We engage our communities in open, meaningful dialogue that will inform library practice and create an environment that is inclusive and safe.

### Curiosity and inquiry

We explore new ideas with our communities, consider fresh perspectives and seek to innovate.

### Collaboration and cooperation

We respect each other, share ideas and look for partnership opportunities that add value to our communities.

## POSITION SUMMARY

The Manager is a member of the GLC management team, participating in strategic planning, collaborative decision-making and holistically working towards achieving the objectives of the organisation.

The Manager is responsible for effective operations, a cohesive team of staff, the physical library space and its collection, patron satisfaction and community engagement within the Branch.

## POSITION RESPONSIBILITIES

**The Manager will provide direction and facilitate a positive collaborative culture by:**

- Supervising a team of staff, ensuring that work plans and annual reviews are completed and leave managed in line with GLC policy.
- Training and supervising staff, volunteers, work placement and work experience students in the performance of their duties.
- Supporting the maintenance of partnerships with community organisations.

**The Manager will oversee the effective operation of the Branch by:**

- Coordinating rosters, returns, reserves, collections, facilities issues, displays, programs, activities and logistics.
- Monitoring maintenance, upkeep and development of the building, its facilities and spaces.
- Ensuring the safety and security of the building, staff and community, and complying with occupational health and safety policies and procedures.

**The Manager will ensure efficient and responsive library and information services to our community by:**

- Contributing to the management and maintenance of the Goldfields Libraries collections.
- Implementing projects and programs that maximise the opportunity for the safe and effective use of technology and digital tools by our communities, such as creative technologies, social media and online collections.
- Assisting in forward planning and goal setting for library services by maintaining knowledge of community needs and trends in resources.
- Contributing to the design and forward planning of programs and ensuring their effective promotion and delivery.

**The Manager will ensure a consistent standard of service by:**

- Using feedback and reporting mechanisms to improve user experience.
- Ensuring all policies, plans and procedures are followed.

**The Manager contribute to the strategic direction of Goldfields Library Corporation by:**

- Participating in the development of the Library Plan.
- Providing input to the annual library budget.
- Providing information that will assist with the collation of reports, statistics and planning as requested.
- Participating in planning, staff meetings and training.
- Working in alignment with the GLC Code of Conduct, policies and procedures.
- Taking part in the annual work planning and review process and undertaking professional development activities.

## REPORTING LINES

Direct Reports: Branch staff and casual staff, volunteers, work placement and work experience students

Collaborative Relationships: GLC Managers Team

External Relationships: Local agencies and organisations, local Council and public library industry

## PHYSICAL REQUIREMENTS OF THE ROLE

The physical requirements of this position are outlined below:

	Never (0%)	Occasionally (1% - 33%)	Often (34% - 66%)	Constantly (67% - 100%)
<b>Physical Demands (Movement)</b>				
Stand		✓		
Walk		✓		
Change Posture (eg change from sitting to standing)		✓		
Use Stairs		✓		
Bend or Twist the Back		✓		
Movement of Neck		✓		
Climb (eg ladders)	✓			
Crawling		✓		
Kneeling or Squatting		✓		
Handling or Feeling Objects		✓		
Repetitive Movements of the Hands/Arms				✓
<b>Physical Demands (Strength)</b>				
Lift from Floor Height: usually 7kg but up to 11kg		✓		
Lift from Waist Height: usually 7kg but up to 11kg		✓		
Lift above Shoulder Height: usually 1kg but up to 5kg		✓		
Carry Loads: usually 7kg but up to 11kg		✓		
Push/Pull Loads: usually 21kg but up to 33kg		✓		
Lift/Carry Awkward Sized Loads		✓		
Reach for Objects		✓		
Work with Arms above Shoulder Height		✓		
<b>Physical Demands (Vision)</b>				
Computer/Visual Display Unit Use (including typing duties)				✓
Reading				✓
<b>Physical Demands (Auditory)</b>				
Speak				✓
Listen				✓
Use of Telephone		✓		
<b>Equipment Use</b>				
Drive Standard Vehicle (Car/Van)		✓		
Use of Office Equipment (Computer, Projector, Telephone)				✓

## HEALTH AND SAFETY

Goldfields Library Corporation is committed to providing a safe and healthy environment for its employees, contractors, clients and users. We are dedicated to continually improving health and safety performance with an overall objective of eliminating or reducing risk. All staff members are expected to work within health and safety policies and procedures, report incidents and hazards and participate in professional development and training.

## RISK MANAGEMENT

GLC has a whole-of-organisation approach to risk planning and management. All staff must adhere to 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 staff members or library users, and/or may give rise to an insurance claim.

### **EQUAL OPPORTUNITY**

Goldfields Library Corporation values the diversity of our communities, 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 Library Corporation is a child safe organisation and is committed to the eleven Child Safe Standards aligned with the National Principles for Child Safe Organisations. The safety, participation and empowerment of all children is embedded in our policies and work practices.

All staff of GLC have a responsibility to support GLC's commitment and obligation in creating a child safe environment.

Screening checks contribute to creating a safe environment and therefore all GLC staff are required to hold a current employee Working with Children Check.

### **AWARD CLASSIFICATION**

This Position Description has been classified in accordance with the North Central Goldfields Regional Library Enterprise Agreement Enterprise Agreement including Part B of that Agreement, the (former) Victorian Local Authorities Award 2001.

### **Accountability and Extent of Authority**

- Supervise staff, volunteers and resources within the library.
- With guidance from the Manager Engagement and Operations, work within allocated budgets and resources, and act according to the objectives, policies and procedures of GLC.
- Provide support to the Leadership Team and provide frequent reports on objectives, work plans and branch plans.
- Ensure the provision of information and library services to the local community.
- Develop relationships with local external stakeholders ensuring significant decisions are reviewed by the Manager Engagement and Operations prior to implementation.

### **Judgement and Decision Making**

- Use of professional and technical knowledge and experience, in conjunction with GLC policies and guidelines, to resolve occasional complex issues, referring to the Manager Engagement and Operations when needed.

### **Specialist Knowledge and Skills**

- An understanding of relevant technology, operational procedures and processes used within GLC.
- An understanding of personal work goals and how they link to Corporation goals OR an understanding of the function of the position within the context of the organisation including relevant policies, regulations and precedents.

### **Management Skills**

- Knowledge of GLC's human resources, health and safety and operational policies and procedures with the ability to provide guidance to branch staff, volunteers and work experience students.
- Application of effective time management and planning skills to achieve GLC objectives and projects.
- Oversee branch staff including rostering, leave management and work planning.

**Interpersonal Skills**

- Ability to gain cooperation and assistance from colleagues, stakeholders and library users in the administration of well-defined activities.
- Write and present reports and other correspondence when requested.

**Qualifications and Experience**

- A relevant degree, diploma, tertiary certificate or qualification with extensive experience.

**KEY SELECTION CRITERIA**

1. Experience in overseeing customer service delivery for a diverse community.
2. Demonstrated experience and skill in guiding, training and supervising staff, volunteers and work experience and work placement students.
3. Demonstrated experience in the implementation of equal opportunity, health and safety, child safety and wellbeing and staff development policies.
4. Proven ability to manage priorities within set timelines, with the ability to oversee the delivery of programs and projects within budget and in collaboration with partners and stakeholders.
5. Experience in working towards achieving strategic goals and embedding policies and procedures.
6. Knowledge, awareness and understanding of local community needs, interests and organisations.
7. A current driver licence.

I have read the Position Description, and I understand the physical and psychological requirements of the role.

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Employee Name

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Date

## Goldfields Library Corporation Organisational Chart

