

POSITION DESCRIPTION

POSITION TITLE:	Regional Manager
CLASSIFICATION:	Band 7
TENURE:	Ongoing
HOURS:	56.0 - 70.0 hours per fortnight 0.8 - 1.0 EFT
POSITION REPORTS TO:	Chief Operating Officer
LOCATION:	North Central Goldfields Regional Headquarters

The North Central Goldfields Regional Library Corporation (trading as Goldfields Library Corporation) is a regional library service serving the City of Greater Bendigo, Loddon Shire, Macedon Ranges Shire and Mount Alexander Shire. Established in January 1996, the Corporation delivers services to communities along the highway from Boort to Gisborne, covering an area of approximately 13,000km². With around 90 staff, we provide physical and online services for a diverse community of 198,000 people. Our service is coordinated from an administration hub located in the Bendigo Library.

The Library Plan 2025 - 2029 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 will meet you where you are
Learning together, growing together

Our Values

Respectful

We treat everyone with respect - our team, our community and the people we serve. When we value each other's unique strengths, we have a greater impact.

Collaborative

Collaborating with our library members, partners, and each other helps us make better decision, spark new ideas and drive innovation.

Future-focused

We adapt with the changing needs of our communities, using evidence to evaluate, improve and innovate. We invest in our team to stay skilled and future focused.

Our Strategic Pillars

Belonging

We provide a safe, welcoming and accessible service. We want you to find your story in the library.
We will respect everyone's journey and meet you where you are.

Connecting

We will connect people to each other, to new ideas and to the world around them.
We create space for discovery, conversation and connection.

Learning

We focus on literacy and a joy of reading for children and families to encourage a great start to life.
We want people to use the library at all stages of life and encourage different ways of learning to suit any age, ability level or interest.
As an organisation, we will continue to build our skills, pursue excellence and learn from you.

Sharing

We offer vibrant spaces, new technologies and an engaging collection. We champion a circular economy and support everyone having access to free resources.

POSITION SUMMARY

This is a key management role responsible for operational leadership and coordination of the organisation's library services through strong people leadership, strategic planning, resource and financial management and innovative service improvement to ensure Goldfields Libraries' key strategic priorities are achieved.

POSITION OBJECTIVES AND RESPONSIBILITIES

Foster a culture that delivers a consistent and high-quality standard of operations across Goldfields Libraries

- Oversee the management of library services from sites within City of Greater Bendigo, Macedon Ranges, Mount Alexander and Loddon Shires.
- Lead and develop direct reports, undertaking annual work planning and reviews in line with Goldfields Library Corporation (GLC) policy.
- Implement and oversee performance management practices, including one-on-ones, skip-level meetings and early intervention coaching to drive individual and team excellence.
- 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.
- Comply with health and safety policies and procedures to support the health and wellbeing of staff, volunteers and library users, and the safety and security of the collection and IT systems.
- Participate in the development of the annual GLC budget and Library Plan review.
- Manage the procurement of capital and minor equipment, in collaboration with the Chief Operating Officer and in compliance with GLC procurement policy.

Identify and engage in strategic partnership opportunities

- Develop and maintain a strong strategic partner relationships with member councils to coordinate budget bids and applications for grant funding and collaborate on key engagement opportunities throughout the year.
- Consult 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.

Role model leadership, communication and management

- Demonstrate application of Goldfields Libraries values and behaviours.
- Ensure ongoing operational and strategic communication across Goldfields Libraries.
- Contribute to the effectiveness of Goldfields Libraries teams through collaboration, cooperation, consultation and the prioritisation of collective objectives.
- Empower the Goldfields Libraries team towards the completion of both team and individual goals.
- Motivate, coach, support and develop staff, regularly monitoring and assessing performance of direct reports to provide constructive feedback and highlight development needs.
- Establish constructive relationships and influence a broad range of key stakeholders including employees, managers and external organisations.
- Network and consult with professionals in other organisations to discuss specialist matters and gain cooperation and assistance from key areas within the organisation to resolve issues.

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

- Support the implementation of the Library Plan and ensuring services are consistent with the strategic direction of the organisation.
- Prepare reports for Executive, Board and external stakeholders.
- Invest in and maintain awareness of best practice and bring this knowledge to strategic discussions.
- Develop and implement Functional Area Plans for Goldfields Libraries.
- Establish and review practices, systems and policies supporting service delivery.
- Actively participate in management meetings and general staff meetings and undertake professional development activities.
- Manage projects and change aimed at better meeting the needs of Goldfields Libraries communities.

- Monitor building maintenance and works requirements, and collaborate with council partners to identify, plan and deliver effective solutions.

REPORTING LINES

Reports to	<ul style="list-style-type: none"> • Chief Operating Officer
Direct Reports	<ul style="list-style-type: none"> • City of Greater Bendigo Library Managers • Macedon Ranges Library Managers • Castlemaine Library Manager • Coordinator Community Based Services • Coordinator Bendigo Regional Archives Centre • Senior Librarian Bendigo
Collaborative Relationships	<ul style="list-style-type: none"> • Executive Team • Regional Team
External Relationships	<ul style="list-style-type: none"> • Council/Shire 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 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

The position has the authority and freedom to act within established policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives.

The position is accountable to the Chief Operating Officer for:

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

The position has the authority to:

- Represent GLC 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 judgments, 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 Knowledge and Skills

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

Management Skills

- Manage a team of coordinators and managers and be responsible for managing library services indirectly through staff across GLC.
- The ability to schedule own work and work methods to achieve objectives efficiently within available resources and set timetables despite conflicting pressures.
- 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.
- Considerable ability to effectively implement policies and procedures and to manage resources and budgets.

People Skills

- Ability to lead, motivate and develop other staff.
- 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.
- Ability to build productive networks, establish and maintain relationships with people at all levels including community members.
- Excellent communication skills both oral and written are mandatory.
- Ability to communicate with people from diverse backgrounds, cultures and abilities.

Qualifications and Experience

- A relevant tertiary qualification together with significant experience in a similar position.

KEY SELECTION CRITERIA

1. 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.
2. Demonstrated strategic skills with the ability to think independently, to negotiate and gain cooperation from a broad range of stakeholders including staff, the public, community organisations, industry networks and council partners.
3. Demonstrated experience in leading, developing and motivating teams to deliver excellent results in service delivery.
4. Proven ability to foster and maintain trust with teams and colleagues across a geographically diverse and multifaceted organisation.
5. Demonstrated ability to successfully manage budgets, resources and assets and to deliver complex projects on time.
6. Demonstrated experience in the development, implementation and evaluation of services, events, policy and strategies which enhance community wellbeing and connection.
7. Excellent interpersonal and communication skills including strong conflict resolution skills.
8. A current Driver Licence.

ACKNOWLEDGEMENT

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

Employee Name

Date