

POSITION DESCRIPTION

POSITION TITLE:	Branch Manager
CLASSIFICATION:	Band 6
TENURE:	Ongoing
HOURS:	70.0 hours per fortnight 1.0 EFT
POSITION REPORTS TO:	Regional Manager
LOCATION:	Castlemaine Library

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 13,000km² of Central Victoria.

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.

ORGANISATIONAL CONTEXT

Goldfields Library Corporation is a board-governed organisation delivering library services on behalf of its member councils and communities. Operating within a shared service model, GLC balances local responsiveness with regional planning, ensuring equitable, efficient and sustainable library services across geographically dispersed municipalities.

POSITION SUMMARY

The Branch Manager is a member of the Goldfields Libraries management team, participating in strategic planning, collaborative decision making and holistically working towards the objectives of the organisation. The position is responsible for managing library operations, a cohesive team of staff, the physical library space, the collection, user satisfaction, and engagement of the library community.

The position plays a key role in liaising with relevant Council staff to align library operations with Council strategy.

POSITION OBJECTIVES AND RESPONSIBILITIES

Organisational Leadership and Engagement

- Demonstrating application of Goldfields Libraries Values and Behaviours in all aspects of their work.
- Ensuring on-going operational and strategic communication across Goldfields Libraries.
- Contributing to the effectiveness of the library team through collaboration, cooperation, consultation and the prioritisation of collective objectives.
- Leading their team, including staff and volunteers towards the completion of both team and individual goals.
- 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 issues.
- Leading staff in planning, development, delivery and evaluation of high-quality service in response to demographic profiles and community needs and aspirations.

Strategic Planning and Advisory

- Supporting implementation of the Library Plan and ensuring services are consistent with the strategic direction of the organisation.
- Investigating and maintaining awareness of best practice and bringing this knowledge to strategic discussions.
- Establishing and reviewing practices and systems in line with corporate policies that support service delivery.
- Complying 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 building.

Service Delivery and Capability

- Supervise direct reports, undertaking annual work planning reviews and manage their leave and rosters.
- Actively participate in management meetings, general staff meetings and undertake professional development activities.
- Manage, coordinate and supervise volunteers and work placement students according to operational requirements.
- Manage projects and change aimed at improving the effectiveness of service delivery.
- Manage the safety and best use of physical space including maintenance requests and improvements to support access and overall use.
- In collaboration with the Manager Collections maintain and manage the library's collections, ensuring that all collections are relevant and up to date, and to assist with the selection of materials in accordance with Goldfields Libraries Collection Development policy.
- Plan and oversee delivery of library programs and services in collaboration with relevant functional area leads and service managers.
- Support the Regional Manager to develop and maintain partnerships with community organisations.
- Participate in the development of the annual GLC budget and prepare and present reports to the Leadership Team as requested.

- Other duties, training and participation as directed by the Chief Operating Officer, Regional Manager or Manager Collections as relevant to above deliverables.

REPORTING LINES

Direct Reports	<ul style="list-style-type: none"> • Branch Staff • Casual Staff • Volunteers • Work Placement and Work Experience Students
Collaborative Relationships	<ul style="list-style-type: none"> • Managers and Coordinators Team • Regional Team
External Relationships	<ul style="list-style-type: none"> • Local Agencies and Organisations • Local Councils/Shires • 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%)
Physical Demands (Movement)				
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			✓	
Physical Demands (Strength)				
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		✓		
Physical Demands (Vision)				
Computer/Visual Display Unit Use (including typing duties)				ü
Reading				ü
Physical Demands (Auditory)				
Speak				✓
Listen				✓
Use of Telephone		✓		
Equipment Use				
Drive Standard Vehicle (Car/Van)		ü		

	Never (0%)	Occasionally (1% - 33%)	Often (34% - 66%)	Constantly (67% - 100%)
Use of Office Equipment (Computer, Projector, Telephone)				ü

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

- Develop relationships with external stakeholders to assist in the delivery of excellent service to our communities with significant decisions or actions undertaken with these parties being subject to review by the Regional Manager.
- Provide input into the development of policies in relation to areas of responsibility.
- Manage resources in the form of staff and budgets.
- Report regularly to Regional Manager to ensure adherence to goals and objectives.
- Support leadership staff in managing key strategic partnerships with member Councils and other funding partners.
- Actively contribute to strategic planning that has impact beyond specific branch service.

Judgement and Decision Making

- Continuous improvement and development of methods and techniques related to the duties and responsibilities of the position.
- Problem solving of complex operational situations seeking guidance from the Regional Manager when required.
- Develop knowledge and understanding of the social and political elements that may impact the library operation or Corporation.

Specialist Knowledge and Skills

- Specialist knowledge and skills in public library operations, partnerships and community engagement.
- Comprehensive understanding of the goals and objectives of Goldfields Libraries, the application of these in area of responsibility and to own individual work plan objectives.
- Prepare, monitor, analyse and review the effectiveness of operating policies, procedures and practices for the consideration of the Chief Executive Officer.

Management Skills

- Skills in managing time, setting priorities, planning and organising own work, and that of staff and volunteers under their management.
- Achievement of work goals within set timeframes and with the resources available, noting time and resources pressures.
- Thorough understanding of Goldfields Libraries Human Resources and H&S policies, and training and development policies and procedures.

People Skills

- Ability to gain cooperation and assistance from stakeholders, members of the public and colleagues in the administration of defined activities and in the supervision of staff and volunteers.
- Capability to liaise with counterparts in other organisations to discuss service delivery and partnerships, and with colleagues within GLC to resolve intra-organisational problems.
- Ability to motivate and develop full-time, part-time, and casual staff, volunteers, and stakeholders to achieve library outcomes.
- Capacity to practice and model person-first customer service and de-escalation techniques to provide services to a diverse community of library patrons.

Qualifications and Experience

- A tertiary qualification in Information Management or other appropriate equivalent qualification i.e. community development and/or considerable experience in a relevant environment.

KEY SELECTION CRITERIA

1. Significant experience in overseeing customer service delivery, including implementing person-first and de-escalation techniques, for a diverse community including patrons experiencing disadvantage.
2. Demonstrated experience and skill in leadership, training and management of staff, volunteers and work experience and placement students.
3. Demonstrated experience in the implementation of equal opportunity, health and safety, child safety and wellbeing, staff development and organisational policies and procedures.
4. Proven ability to manage time and priorities, with the capability to oversee the delivery of programs and projects within budget, and in collaboration with partners and stakeholders.
5. Experience in contributing to the development and achievement of strategic goals and the embedding of policies and procedures.
6. Excellent knowledge, awareness and understanding of local community needs, interests and organisations OR experience in research practice that builds the knowledge, awareness and understanding.
7. 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