



MANAGER LIBRARY SERVICES

POSITION PROFILE

Division	Shire Services	Status	Full time, permanent
Unit	Library Services	Salary Grade	PACK
Reports to	Director Shire Services	Reviewed	September 2021

STRATEGIC INTENT

To organise, manage and promote Sutherland Shire libraries, providing leadership in the development of collections, programs, services and facilities which respond to the current and future needs of the community. To develop and implement a strategic vision for Sutherland Shire Libraries that aligns with Council's Community Strategic Plan.

To provide professional advice to Council about the provision of public library services in accordance with State legislation.

POSITION PURPOSE

To lead and manage a diverse team in the effective delivery of high quality customer and information services, programs and resources to meet the current and future needs of the community by:

- providing lifelong learning, literacy and leisure opportunities and developing a love of reading and literature within the community
- developing strong partnerships to support the delivery of programs, the understanding of community needs and the effective usage of resources
- managing seven library branches and one joint-service facility and developing strategic asset planning to ensure facilities meet community expectation
- supervising a highly trained, creative and engaged workforce that is well resourced and supported to thrive and adapt in a constantly changing environment
- providing a wide range of programs, activities and exhibitions catering to all ages, capabilities and interests to engage the community
- informing Council about library trends, issues and legislative changes, as required
- participating in and providing leadership to the public library network
- attending events, corporate and community gatherings as and when required
- developing and monitoring program budgets; undertaking Council and State Library reporting and grant funding opportunities; developing policies and procedures and performing other related tasks
- providing leadership around changes and trends in the delivery of library services; undertaking appropriate change management support

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
<p>Leadership</p> <p>Set clear goals, standards and expectations and be accountable for the delivery of outcomes and behaviour.</p> <p>Provide leadership and coaching by creating an environment oriented to trust, open communication, creative thinking, and cohesive team effort.</p> <p>Lead and manage the Unit to ensure proactive engagement with a range of diverse internal customers, to identify and develop appropriate solutions in an innovative and consultative way.</p>	<p>Individual targets and work plans align to the unit's performance management framework. Progress is consistently measured and assessed and feedback provided to team members about performance and behaviour.</p> <p>Coaching/mentoring provided with regular individual feedback. Be open to 360 degree feedback in order to stimulate creative discussion.</p> <p>Increase engagement results as per agreement.</p> <p>Objectives of the Performance Management Framework are met.</p> <p>Improved financial performance and position.</p>
<p>Continuous Improvement</p> <p>To lead the continuous improvement of business processes and practices.</p>	<p>Business process flows are in place for all activities contained with the Performance Management Framework.</p> <p>Effective documentation in place including work instructions and schedules of work.</p>
<p>Risk Management</p> <p>Lead, manage and take overall accountability for the delivery of risk management in the implementation relevant projects that together achieve outcomes and realise benefits that are of business importance to SSC requests.</p>	<p>Strategic risks are identified, assessed and managed to ensure successful delivery of objectives.</p> <p>Operational risks are identified, assessed and managed to ensure successful delivery of objectives.</p> <p>Internal audit recommendations actioned within set timeframes.</p> <p>You are obligated to fulfil the requirements of enterprise risk management as a key accountability of your position.</p>
<p>Strategic Planning</p> <p>To proactively contribute to the successful delivery of the:</p> <ul style="list-style-type: none"> - Community Strategic Plan - Delivery Programme - Operational Plan - Business Plan 	<p>Successful delivery of accountable actions within Delivery Program and Operational Plan.</p> <p>Financial information is presented within the strategic documents in a clear, informative and engaging way.</p>

by providing corporate support organisation wide.	Information is integrated across the planning suite of documents.
<p>Performance Management</p> <p>Builds organisational and people capability and responsiveness</p> <p>Develop performance measures for the team and individuals.</p> <p>Drives performance by ensuring clear accountabilities are set for individuals and teams. and expected outcomes are achieved.</p>	<p>Training plans developed for all staff inclusive of formal and informal training and/or coaching.</p> <p>Expected outcomes achieved.</p> <p>Performance measures meet agreed KPI's</p>
<p>Customer Management</p> <p>Ensure that council's interactions with customers (both internal and external) align with our brand, enhances our relationships with our diverse customer base, improved customer satisfaction and informs service delivery.</p>	<p>Positive customer experience results.</p> <p>Communications are developed to ensure customers understand how council funds are spent.</p> <p>Pricing Policy (including fees and charges) achieves financial targets and is understandable by customers.</p>
<p>Personal Accountability</p> <p>Reacts positively to feedback by taking action, making changes, and improving performance.</p> <p>Engages with risk and shows personal courage.</p> <p>Is committed to their own development and continuous self-improvement, and identifies learning opportunities in everyday work.</p> <p>Thinks ahead, listens, understands and adapts to changing circumstances and customer needs, particularly when decisions have not reflected personal perceptions and contributions.</p>	<p>Learns from mistakes.</p> <p>Sound judgement in balancing risk and reward.</p> <p>Training plan complete.</p> <p>Constructive behaviour demonstrated.</p>
<p>Financial Accountability</p> <p>This position has been identified as having the responsibility of managing financial transactions for the organisation, as required.</p>	<p>In undertaking these duties you are placed in a position of trust and must abide by Council's Code of Conduct at all times. In the event that fraudulent conduct is suspected or identified, relevant processes including disciplinary will be followed, and where appropriate, relevant external agencies may be notified.</p>
OUTCOME TO BE DELIVERED (GENERAL)	PERFORMANCE STANDARD
Any other duties within area of skill as directed.	Willingness to assist with all duties within area of skill.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> Degree or post graduate qualification relevant to the library and information management industry, allowing professional membership of the Australian Library & Information Association A current Drivers Licence Current Working With Children Check number
	Desirable	Post Graduate qualifications in business management or equivalent
Experience or skills	Essential	<p>Expertise: proven experience in leading and managing a large library service and guiding, motivating, mentoring and developing library staff to create an environment of accountability, creativity and continuous improvement</p> <p>Strategic thinking: able to understand, analyse and plan for a rapidly changing environment and provide leadership to ensure the library service is prepared for and maximises opportunities, in accordance with Council's strategic direction. Provide clarity of direction and implement change management to achieve desired outcomes.</p> <p>Goal orientation: achieve self-set and organisational goals for administration, quality systems, financial management and budgets to ensure positive outcomes. Display initiative and undertake challenging tasks when opportunities present.</p> <p>Planning: ability to provide leadership and direction in the development of short and long-range library plans, including capital improvement projects, technology needs, community outreach, staff development, and other pertinent areas.</p> <p>Relationship management: able to build strong relationships by winning respect through expertise, clear and professional communication, credibility and personal integrity. Constructively resolve competing demands and difficult issues and tactfully deal with sensitive matters</p>
	Desirable	<p>Community engagement: proven experience in community engagement and/or social research and demonstrated ability to liaise with individuals and community groups to develop relevant and customer focused services</p> <p>Project Management: Demonstrated high level project management skills and experience and capacity to manage multiple projects with competing demands</p>

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> ▪ Communication skills: able to articulate complex and technical matters in simple terms. Work to build relationships with staff and community. Communicate effectively to meet customer requirements ▪ Community Centred: Build connections and collaborative partnerships to develop relationships with the community ▪ Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. ▪ Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. ▪ Goals oriented: Work to achieve Council, Library and self-set goals, taking on challenging tasks when necessary in order to achieve them ▪ Leadership: Work to achieve strategic priorities and actively engaged in developing a workplace culture of learning and growth ▪ People skills: Empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary. ▪ Professional Development: Remain up to date with industry developments and identify and source learning opportunities for professional growth ▪ Team focussed: Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> ▪ Collaborate - We are a united team. We work together to deliver great outcomes for our community ▪ Achieve - We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community ▪ Respect – We communicate openly, act with integrity and are inclusive ▪ Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.
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CORPORATE OBLIGATIONS

Budget	Total Expenditure budget of \$6.6m and revenue \$0.8m.
Employees	93 full-time, part-time staff plus casual staff.
Delegations	Authority to operate within the Delegations attached to the position

Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks. You are obligated to fulfil the requirements of enterprise risk management as a key accountability of your position.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Records Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

This is a Child-Related Position under the definition of Council's Child Protection Policy.