

Position Description

Position Title	MANAGER, LIBRARY SERVICE OPERATIONS
Job role	Leadership & Development / Strategic Contribution / Quality Service
Award classification	Band 7
Status	Full-time, 76 hours per fortnight
Hours of work	Standard Engagement as per EA
Department and Division	Library Service Operations; Community Experience
Location	Geelong Library & Heritage Centre / Kim barne murrk
Reports to	Director, Community Experience
Salary range	\$98,498 - \$109,404
Approved by	Director, Community Experience
Date	January 2024
Contact Officer	David Semmens, Director, Community Experience – david.semmens@grlc.vic.gov.au

About the role

The Manager Library Service Operations position is responsible for leading, developing, and coaching individuals and teams within Libraries operated by the Geelong Regional Libraries Corporation (GRLC). The focus is on fostering innovative thinking and the community-centred delivery of our library services, ensuring consistency in offering high-quality library and information services and programs that meet community needs. As part of the Strategic Leadership Team (SLT), the successful candidate will play an active role in contributing to GRLC's strategic planning efforts. Additionally, they will oversee the development and implementation of effective policies, procedures, and guidelines to ensure the delivery of high-quality library services while promoting continuous improvement and managing Occupational Health and Safety goals and Child Safe standards for safe library environments.

Role Responsibilities

Library Services

- Work closely with other Library Service Operations Managers to ensure consistency across the organisation
- Work collaboratively as member of the Strategic Leadership Team to successfully deliver the goals and objectives outlined in the Library Plan
- Participate in and lead internal and external working groups to enable innovative and contemporary ways of working
- Communicate policy and procedure ensuring staff understand, apply and work within agreed parameters
- Provide direction and support for operations and staffing in libraries
- Ensure library services are provided with the necessary information and support from other GRLC business units to deliver and optimise customer experience

People and Teams

- Coach teams to provide customer excellence
- Provide leadership that encourages forward thinking and innovation
- Support staff to develop, promote and deliver programs, events, and displays that meet community needs
- Encourage the development of a cohesive and collaborative work environment

- Encourage a stimulating and innovative environment demonstrating a growth mindset that promotes knowledge and ideas
- Manage performance through regular meetings, feedback, and appraisals and through the preparation of annual work plans that support organisational objectives
- Ensure staff understand and adhere to library policies and procedures
- Ensure staff work in accordance with Occupational Health and Safety policies and procedures and systems

Collaboration, Partnerships and Outreach

- Build and nurture positive relationships that encourage collaboration with community groups, Local and State Governments and other key stakeholders
- Work proactively with Council staff and suppliers to ensure the library facilities are safe and functional to meet service delivery objectives
- Manage and undertake outreach visits to promote library services to community organisations and groups

Lifelong Learning

- Work collaboratively within GRLC and with external stakeholders to ensure strategic objectives for children, youth and adults are met through programming, events and access to resources
- Ensure staffing capability and capacity exists to meet the GRLC strategic objectives
- Actively consult and form positive partnerships with community individuals, groups, agencies and organisations to ensure relevance and reach of programs

Information Technology

- Model a high level of understanding and use of emerging technologies related to the provision of public library services
- Apply emerging technologies to daily operational work to ensure effective and efficient delivery of services in consultation with specialist staff as required

Collections

- Ensure the library collection is maintained in line with relevant policies, procedures, and organisational plans
- Contribute collection development by participating in working groups and providing feedback as required

Budget

- Contribute to the development of the GRLC budget in relation to the library network
- Monitor and report on expenditure in libraries in line with the budget and monthly forecasts
- Develop the knowledge and skills of Library Coordinators to monitor and manage their budgets

Reporting

- Ensure accuracy of data reported
- Proactively respond to data variations alerting management in a timely manner
- Ensure a continuous improvement culture exists through the evaluation of all aspects of service delivery
- Provide concise, accurate and timely reports as required

Other

- Ensure that all information is handled and managed in accordance with GRLC's Privacy Policy
- Work collaboratively to consult and share information with colleagues, provide advice, actively engage in problem solving and knowledge transfer and seek input from others to achieve goals.
- Apply the principles of GRLC Values, Code of Conduct, Child Safety and Wellbeing, workplace diversity principles, work health and safety and collaboration within a work and team environment.

Key Selection Criteria

- Experience in managing multiple priorities and multiple teams with ability to deliver successful outcomes

- Well-developed verbal skills and ability to gain co-operation and assistance from multiple or diverse audiences and parties, including those who present as negative or difficult to engage
- Demonstrated ability to create a positive work environment and in leading and coaching staff to excel
- Ability to implement a range of public library programs within libraries and within community settings
- Exceptional relationship management and communication skills with strong emotional literacy that enables effective leadership, development of staff and partnerships with key stakeholders
- Understanding of the latest trends in public library development and interest in the application of new information and technologies to the library network
- High level skills in information technology and software including Microsoft Office Suite, Web based systems, Library Management System applications

Who we are

The Geelong Regional Library Corporation's (GRLC) purpose is to provide a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging. This is particularly pertinent as we contribute to the recovery of our region during and post pandemic.

We are a consistently recognised leader in Victoria's public library sector and provide services across the five local government areas that are part of the G21 region. This includes 19 libraries and 3 mobile library services, with five new libraries planned to open by 2025. We create safe and welcoming spaces for everyone and host a rich calendar of learning and cultural programs and events with live audiences and via online platforms.

We continue to embed an organisational culture that is curious, caring, skilled and confident to experiment during these transformative times. We are focussed on establishing strategic transformative frameworks and systems that will ensure we are known as a sustainable, well governed, and future focussed organisation.

We aspire to be regional leaders in technology and innovation so that, as the custodians and distributors of accumulated knowledge and resources, we can ensure universal access for everyone in our growing region, whether online, in our libraries, or through outreach and innovative partnerships.

Are you eligible?

To be eligible for the role you must be an Australian citizen, permanent resident or have appropriate work rights in Australia. The successful candidate will be required to provide the following:

- relevant tertiary qualification
- current Victorian Drivers Licence
- a Police check (no older than 6 months)
- a current Employee Victorian Working with Children Check prior to commencing employment with GRLC

How to apply

You need to apply through our [e-recruitment system](#). Your application will need to include:

- A Resume
- A cover letter (500 words maximum), describing how your skills, knowledge, and experience/qualifications would enable you to perform the duties of the role taking into account the "[Performance Expectations](#)" at the relevant classification and the [GRLC Vision](#) and Values.
- Response to key selection criteria over a maximum of 2 pages.

Geelong Regional Library Corporation is proud to be a workplace that champions diversity. Our commitment is for our people to be safe, included and supported so that they can be at their best. As an equal opportunity employer, we encourage applications from First Nations peoples and people with diverse gender identities and expression, ethnicity, cultural background, sexual orientation, ability and age. We look for the right values, skills and knowledge to build our capabilities so that we can best deliver for and represent our community.