

Position Description

Position title:	Head of Service Delivery
Work location:	Across Museum and Library facilities
Directorate:	Creative & Community Services
Reports to:	MALL Director
Direct reports:	5
Salary Point:	SP17
Decision making:	Level 4 Management Hierarchy
Date revised:	April 2023

Council Overview

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The Museum Archive Libraries & Learning (MALL) service unit is part of the Creative and Community Services and this role reports to the MALL Director.

What's it like working at the City of Newcastle?

We are focused on making a difference in our community and achieving our vision of **creating a liveable, sustainable, inclusive global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers its employees the opportunity to develop in their current role, grow into future opportunities and reach their full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

What is the focus of this position?

Head of Service Delivery is a vital member of MALL's senior leadership team to plan and execute the vision, direction and strategic future of MALL, as well as playing a significant strategic role in contributing to the community's experience of MALL, driving and leading customer experience, circulatory collections and reputation of our service unit and the City of Newcastle.

What you will be doing:

- Lead the Service Delivery teams to ensure they deliver an exceptional consistent customer service to all members of the community with the aim to increase participation and membership and provide a diverse range of quality, customer driven circulatory collections across all formats and improve usage.
- Lead and develop forward planning, policy and the strategic leadership of MALL specifically in relation to circulatory collections, customer service at Newcastle Libraries and Newcastle Museum and engagement with the community through the Home Library Service.
- Collaborate with MALL Director to analyse and strategically plan for future MALL projects in customer service delivery options, revenue generation, and attracting and retaining members and visitors in welcoming, safe and inclusive spaces for a minimum of 5 years into future.
- Develop and manage a range of internal and external partnerships that are consistent with the strategic directions of the Community Strategic Plan and MALL objectives.
- Work as part of the MALL senior leadership team to support an engaged, smart and innovative workforce.
- Manages all aspects of planning and executing cataloguing and collection management, Newcastle Libraries and Newcastle Museum customer service and experience, leading leaders for the benefit our diverse city.
- Contribute to the development and lead implementation of the MALL's strategic plan in order to ensure Newcastle Museum, Fort Scratchley, and Newcastle Libraries contribute to promoting Newcastle as an attractive tourist destination.
- Support the MALL Director to prepare, analyse, monitor, and report on budgets and performance relevant to strategic initiatives, programs or partnerships, within established time frames in accordance with CN processes.
- Oversee the development of practices, guidelines, procedures to ensure compliance with safety, privacy and other regulatory requirements; to ensure consistent service delivery across sites and modes and optimise the customer experience.
- Research, analyse, and report to support future planning for customer service and changing service delivery at Newcastle Libraries and Newcastle Museum, enhancing the customer experience, anticipating the future needs of the customer to support innovation for CN.
- Any other accountabilities or duties as directed by the Manager which are within the employee's skill, competence, and training.

The essentials you'll need:

- Bachelor's degree in Museum Studies, Library Studies, and or equivalent qualifications and/or relevant industry experience.
- Significant experience commensurate with the position of a Senior Manager in a cultural institution, with a demonstrated expertise and emphasis on diverse and complex circulatory collection management, customer experience and membership retention.
- Demonstrated leadership ability to mentor, coach, inspire and develop all levels of staff in a multidisciplinary team to achieve project objectives and deliver high quality services to the community within the responsible financial framework.
- Demonstrated customer-centric focus with experience in driving continuous improvement initiatives to enhance the customer experience.

- Exceptional communication, writing, and presentation skills and proven ability to engage a diverse range of stakeholders in a strategic manner and ability to communicate within a complex environment.
- Substantial demonstrated ability in problem solving/decision making across a broad range of complex issues relevant to cultural institution customer experience, staff management and collection development.
- Demonstrated excellent negotiation, problem-solving, interpersonal, time management, change management and project management skills and the ability to determine priorities and manage competing demands.
- Works collaboratively with honesty and transparency and encourages bold ideas and supports freedom of expression, innovation, and diversity.
- Demonstrated, highly developed personal capabilities including a strategic and growth mindset; an agile, flexible, and positive attitude; and strong personal leadership and accountability.
- Demonstrated commitment to compliance and the promotion of WH&S.

Other valuable skills you may have:

- Experience working in a Local or State Government owned library
- Proven demonstrated experience in designing and developing strategic and long term customer engagement programs and initiatives.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	