

POSITION DETAILS

Position Title:	Manager Library Services	Position Grade:	16
Department/Directorate:	Library Services / Customer & Community Services	Position Status / Hours per Week:	Permanent / 35 hours per week

PRIMARY PURPOSE OF THE POSITION

Within the Library Services Department and across its relevant accountabilities your primary purpose is to:-

1. Align department operations and projects to our Community Strategic Plan through the execution of a comprehensive business plan at the departmental level
2. Demonstrate the following technical expertise in the relevant areas of your portfolio
 - Leading the Department in providing welcoming library facilities at Ryde, West Ryde, Eastwood, North Ryde and Gladesville
 - Directing the delivery of responsive, client-centred service, including system and process development, analysis of service delivery trends/patterns against client expectations, establishment of continuous reviews and process improvements and resolution of service-related issues
 - Building and maintaining partnerships with a broad range of internal and external stakeholders
 - Assuming a role in the Directorate's senior management team and actively contributing to business planning and overall policy direction
 - Developing and motivating staff to build a positive environment that fosters productivity, efficiency, client service and continuous improvement regarding service delivery
 - Developing annual business plans which will address the changing needs of the community and ensure that the services being offered and their modes of delivery remain relevant to the needs and aspirations of the community, and as detailed in the Community Strategic Plan and the Operational and Delivery Plans of Council
 - Developing and reporting of performance against Four Year Delivery Plans, Annual Operating Plans and quarterly reviews that deliver Council's strategic outcomes including reviewing and managing budget responsibilities
 - Managing the delivery of a range of library projects including books, library technologies, and working with the Project Delivery Department to ensure the delivery of library building projects
 - Ensure that risks are managed effectively, and that the Department complies with relevant legislation and council policy

SELECTION CRITERIA

Education / Qualifications

- Qualifications acceptable for professional membership of the Australian Library and Information Association (ALIA), or tertiary qualifications and experience deemed by the General Manager to be equivalent that meets the minimum standard of skill and knowledge inherent in the ALIA standard
- Current Working with Children Check

Experience/Specific skills

- Significant experience in providing leadership and managerial direction to a medium-large library service, including excellent research, policy development and process re-engineering skills
- Proven experience in managing a multidisciplinary team that includes staff management, mentoring and development
- Extensive knowledge of library and information management concepts, principles and theory
- Proven ability to identify, initiate and achieve service delivery improvements
- High level interpersonal, negotiation, presentation and customer engagement skills with proven experience in engaging with a wide range of stakeholders to achieve positive outcomes
- Excellent written communication skills including the ability to prepare complex and detailed technical reports, proposals and submissions
- Excellent client service focus and ability to represent Council at high level meetings
- High level customer service focus including significant achievement in the provision of quality customer services
- Knowledge of industrial relations, equal employment opportunity and work health and safety legislation, the capacity to develop a customer focussed and ethical culture, and an equitable, healthy and safe workplace
- Excellent strategic planning, analytical and financial/budgetary skills
- Proven success in championing and managing significant change initiatives

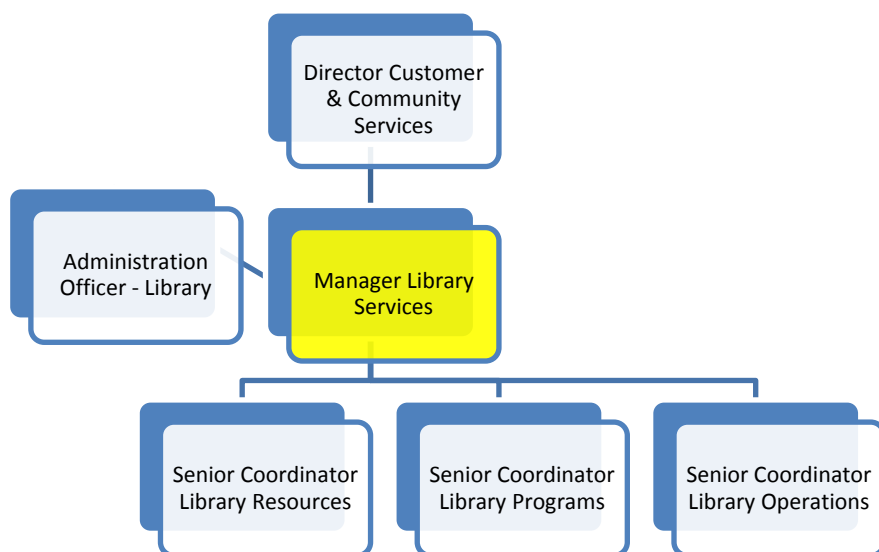
Personal Attributes

- Relationship builder and networker
- Influencing personal style
- Problem solving approach
- Strong results focus

Desirable Qualifications, Experience and/or Skills

- Postgraduate qualifications in Business or Management
- High-level experience and understanding of the local government environment
- Bi-lingual language skills

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Responsible for

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Customer & Community Services Directorate of the organisation.

- Community information service
- Public library service development and management
- Public library operations service
- Public library programs service
- Public library resources service
- Community buildings Library development and management
- Corporate Art Collection

CORPORATE ACCOUNTABILITIES

1.	To comply with legislative requirements.
2.	To provide timely support and expert / technical advice to the organisation.
3.	To adhere to Council plans, policies, procedures and Code of Conduct.
4.	To understand, adhere and promote all Workplace Health and Safety policies and procedures.
5.	To understand, adhere and promote Council's Equal Employment Opportunities policies and procedures.
6.	To engage with the community in accordance with Council's policies.
7.	To understand and respond to the needs of our customers in accordance with the Customer Service Charter.
8.	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your business plan.
9.	To develop and manage budgets.

10.	To achieve best value for money.
11.	To efficiently manage built assets and resources.
12.	To actively document all policies, procedures, projects and activities (as required).
13.	To actively share information and knowledge on issues, training and better practice to relevant staff.
14.	To identify and initiate improvements of business systems to maximise service delivery.
15.	To identify and initiate improvements of processes to maximise service delivery.
16.	To deliver all project deliverables through PM_CoR methodology.
17.	To identify and minimise exposure to risk.
18.	To actively work toward delivering City of Ryde's Leadership Model.
19.	To manage people to realise their individual and team potential.
20.	To be involved in or provide feedback on corporate initiatives.
21.	To positively and proactively work with others across the organisation to deliver the outcomes.
22.	To provide advice to support Executive Team and Councillors in decision-making.
23.	To build and strengthen strategic partnerships with key stakeholders.
24.	To recognise and reward results.
25.	To model Council's values.
26.	To create and contribute to a positive work environment within my team, my department and the workplace.
27.	To initiate relevant training in accordance with organisational, service and staff requirements.
28.	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements.
29.	To keep abreast of and apply industry wide trends, better practice and innovation.
30.	To interact with Councillors and approve responses to their requests.
31.	To use, store and manage digital and hard copy information in accordance with Council's policy and procedures

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle

licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

DELEGATIONS

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. A copy of the current delegations from the General Manager is to be reviewed and signed by the employee on commencement.

DESIGNATED POSITION

Please note that this position has been identified as a designated position in accordance with section 441 of the Local Government Act. As a result, in accordance with Section 449, a completed Disclosure of Interest Return form must be submitted within three months of appointment. Annual Disclosure of Interest Returns are also required to be completed by 30 September each year.

Employee's Name	
Employee's Signature:	
Date:	

