

POSITION DESCRIPTION

Position Title	Program Director – Wellington Libraries Network
Position No.	384
Position Status	Permanent Full-Time
Business Unit	Arts and Culture
Division	Community and Culture
Classification	Band 8
	Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement
Date Approved	August 2022
Approved By	General Manager Community and Culture

WELLINGTON SHIRE COUNCIL VALUES

Cooperation	Working together, teamwork, collaboration and being solution-oriented.
Integrity	Acting with respect, honesty, reliability, trust, tolerance and understanding.
Balance	Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources.
Professionalism	Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement.
Sustainability	Going above and beyond to demonstrate commitment to leading sustainable practices and encouraging and supporting others to do the same.

POSITION OBJECTIVE

The Program Director – Wellington Libraries Network is directly responsible for delivering Library Services to the community through:

- Coordinating appropriate library systems, programs and resources for the delivery of information, education, culture and recreation to the Wellington community.
- Developing, implementing and maintaining strategies and relationships for the continuous improvement of the Wellington Shire Library Service within agreed budgets and timeframes
- Considering the quality and relevance of collections that are delivered across the network
- Working closely with the broader Arts & Culture team to develop, expand and innovate Arts & Culture in Wellington Shire.
- Understanding corporate, strategic and financial requirements and identifying effective allocation by applying knowledge and proven experience to attain best community outcomes.

ORGANISATIONAL RELATIONSHIPS

Reports to	Manager Arts and Culture
Supervises	Library Support Officer, Library Officer in Charge Headquarters, Library Officer in Charge Maffra, , Library Officer in Charge Heyfield, Relieving Library Officer, Library Officer in Charge Rosedale, Library Officer in Charge Sale, Library Officer in Charge Stratford, Library Officer in Charge Yarram
Internal Liaisons	All Council staff
External Liaisons	Ratepayers and residents of Shire, community groups and organisations, equipment and information suppliers, State Library of Victoria and Public Libraries Victoria, Libraries Victoria, State Government agencies and departments

DELEGATIONS/AUTHORISATION

This position has delegations / authorisation to exercise power as conferred by sections 11 and 47 of the *Local Government Act 2020* and other legislation referred to in S6 Instrument of Delegation to Members of Council Staff, S7 Instrument of Sub-delegation by the Chief Executive Officer to staff or S11 Instrument of Appointment and Authorisation.

QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

Accountability and Extent of Authority

- Responsible for the resource management and budgeting of Wellington Shire Council Libraries.
- Responsible for strategically positioning the library within the community.
- Develop and implement policy options; freedom to act is set by broad goals, policies, legislation, and budget and actions taken may have substantial impact on public perception of the wider organisation.
- Authorised to requisition and approve goods and materials in accordance with approved budget and Council policies.
- Provide specialist advice and recommendations to senior management and Council on Library policy and matters relating to Library services.
- Responsible for delivery of timely and accurate reports directly to the Manager Arts & Culture.

Judgement and Decision Making

- Exercise judgement and having the ability to problem solve, understand issues, deliberate outcomes and facilitate calm and unbiased issue resolution in line with Council values.
 - Use initiative, specialist knowledge and previous experience to confidently make decisions when guidance is not always available within the organisation.
- The ability to manage and prioritise the conflicting demands of the role.

- The position is required to identify, improve technology and/or develop methods and procedures in use within their area of responsibility to increase efficiencies and make better use of resources available.
- Identify and develop policy options for consideration and choice by the Manager Arts & Culture.

Specialist Knowledge and Skills

- Broad understanding of information services, with knowledge in the operation of Libraries and electronic resources.
- Proven experience in Library management or similar field.
- Previous experience working with Library Management Systems.
- Knowledge and familiarity of budgeting techniques and processes, including preparation of reports and business planning practices.
- Demonstrated excellent digital literacy skills.
- High degree of accuracy and attention to detail.
- Excellent stakeholder engagement skills.
- Understanding of organisational values.
- Ability to identify opportunities for development in line with organisational goals.
- Understanding of, and ability to implement, personnel practices including Equal Employment Opportunity and Occupational Health and Safety (OH&S).
- Knowledge of the long-term goals of Wellington Shire Council and of the legal and political context in which it operates.

Management Skills

- Ability to manage a changing information network.
- Ability to conceive and establish alternative service delivery methods.
- Ability to anticipate and comprehend issues, delegate authority and responsibility as required.
- Ability to formulate budgets and achieve objectives within budget and time constraints
- Ability to set own and other's priorities, plan and organise workload, in order to facilitate the achievement of specific and set objectives in the most efficient manner, maximising resources available and within appropriate timeframes.
- Ability to manage conflicting interests of the role and prioritise tasks without supervision Ability to gain cooperation from internal stakeholders to influence change through continuous improvement initiatives.
- The ability to manage, motivate and develop a team across a wide geographic area.
- Ability to manage projects from conception through to implementation and achieve objectives despite conflicting pressures.
- Ability to implement personnel policies and practices to contribute to the recruitment of employees and staff development schemes.

Interpersonal Skills

- Excellent interpersonal and communication skills.
- Ability to persuade, negotiate, gain cooperation and assistance from employees, counterparts in other organisations and external stakeholders to achieve a strategic and beneficial outcome.
- Ability to discuss and resolve organisational problems to achieve successful outcomes.
- High level customer service skills. Ability to offer a cooperative and assistance-based approach to a team environment.
- Ability to build effective working relationships with a variety of internal and external stakeholders.
- Proactive approach to dealing with organisational challenges and conflicting demands.
- Demonstrated leadership skills with the ability to motivate and coach others to develop employees and achieve both individual and departmental goals.

Qualifications and Experience

- Tertiary qualifications in Library & Information Management.
- Current drivers licence.
- Extensive experience in managing a library network, and management and supervisory experience in service delivery of a similar role.
- Experience in report writing.

The ability to obtain and maintain the following qualifications, registrations, certifications:

- Current drivers licence.
- Working with Children's Check.
- Eligible for professional membership of the Australian Library and Information Association

PEOPLE - RESPONSIBILITIES

Developing people, assigning work, setting work environment, monitoring performance, developing own and team's accountabilities.

- Undertake regular meetings with all direct reports and provide constructive feedback, coaching and direction to ensure position requirements and Corporate Performance Indicators (CPIs) are being met effectively and efficiently.
- Undertake formal performance appraisals twice per annum with all direct reports to identify and acknowledge both achievements and opportunities for improvement against CPIs and position requirements.
- Ensure all team members (and self) are aware of and adhere to, Council policies and OH&S requirements incl. task analyses (if applicable).
- Ensure team members maintain the technical capability to perform their role and encourage skill development and learning where required.
- Communicate relevant matters via individual and/or team meetings.
- Undertake effective recruitment and training of staff.

OPERATIONAL - RESPONSIBILITIES

Developing technical knowledge, monitoring technical systems, managing stakeholder relationships.

- Monitor and adjust plans and resources as required to ensure all CPIs, service levels and other targets are continually met.
- Coordinate the annual review of all team processes and identify and implement opportunities for improvement.
- Work collaboratively with all teams and other stakeholders to ensure that effective internal and external customer service is delivered, community engagement processes are followed and that all CPIs and targets are met.
- Provide input into key business unit risks and mitigating actions and ensure that the risk management plan is up to date.
- Ensure that all team members, and self, maintain complete and accurate records of all work related activities including documentation and administration as per the Council's records management policy and adherence to the written style guide.
- Provide input into the identification and mitigation of key business unit strategic and operational risks, including Business Continuity Planning. Ensure all treatments and related actions are completed within designated timeframes, and in accordance with Council's Risk Management Framework document.

SCHEDULING - RESPONSIBILITIES

Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team's work.

- Ensure that team and individual staff activities contribute towards the achievement of business unit and organisational goals, demonstrating alignment through daily and/or regular planning and reporting activities.
- Plan and provide input into team budgets on a monthly and annual basis.
- Report monthly on the progress and percentage completion of CPIs, team projects and other monthly highlights in the corporate planning and reporting system.
- Accurately report service area data and other information annually to support LGPRF and Annual Reporting (as applicable).
- Resolve any audit findings within agreed time frames.
- Assist with emergency related functions, by mutual agreement, in the event that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

POSITION SPECIFIC - RESPONSIBILITIES

- Manage Library services budget
- Undertake preparation of and reporting on Library Service statistics
- Build and facilitate relationships with internal and external stakeholders
- Source and maintain relationships with Library suppliers and vendors undertaking regular review of services
- Develop, implement & maintain Library Strategy in line with Council Plan, Arts & Culture Strategy and Healthy Wellington Plan
- Source and undertake grant writing for external funding and development opportunities
- Develop, implement & maintain Library Policies and procedures
- Undertake regular visits to Library Branches