**POSITION:** Manager, Organisational Development

**CLASSIFICATION:** Band 8, full time

**REVIEW DATE:** February 2018

**TERM:** April 2018 ongoing

Casey Cardinia Libraries (CCL) is one of Victoria’s largest public library services. We are funded principally by City of Casey, Cardinia Shire and the State Government. We support a rapidly growing and diverse community of nearly 400,000 people.

Our libraries are located at Cranbourne, Doveton, Emerald, Endeavour Hills, Hampton Park, Narre Warren and Pakenham. The Cardinia Mobile Library provides a weekly service to Beaconsfield, Bunyip, Cockatoo, Garfield, Gembrook, Koo Wee Rup, Lang Lang, Maryknoll, Nar Nar Goon, Tynong and Upper Beaconsfield.

## Our Vision

Inspiring spaces where everyone is free to discover possibilities.

## Our Values

**Teamwork**

We excel when we all contribute. We are loyal and dedicated to each other. We always do our fair share.

**Love of Learning**

We love new things. We believe there is an opportunity to learn anywhere and everywhere.

**Fairness**

We treat all people fairly. We do not let our personal feelings bias our decisions about others. We give everyone a chance.

**Creativity**

Thinking new ways to do things is crucial to our success. We are never content doing things the conventional way if we believe a better way is available.

**Social Intelligence**

We are aware of the motives and feelings of other people. We know what to do to fit into different situations and we know what to do to put others at ease.

**Humour**

We like to laugh, bringing smiles to other people. We try to see the light side of all situations.

## Preferred Behaviours

* Demonstrating leadership modelling our values
* Great customer service
* Embracing new thinking
* Prioritising momentum not perfection
* Placing value on taking calculated risks
* Prepare to fail early, fail often
* Support a culture of collaboration and innovation
* Pay it forward
* Look after our neighbours
* Building confidence and resilience
* Share our story

**Organisational Relationships**

Reports to: Chief Executive Officer

Supervises: Admin/Payroll Officer

Internal liaisons: Executive Team, Leadership Team and all staff

External liaisons: Council Officers, Councillors, specialist organisations, employer and employee organisations and advisors, the community

## Position Objectives

**Operational**

* Facilitate the delivery of innovative and customer focused service consistent with CCL vision, values and objectives
* Actively engage and interact with the community
* Enable provision of support and assistance to all library users

**Strategic**

* Contribute to development and achievement of CCL strategic goals and plan
* Lead the development of a vibrant, diverse and innovative workforce that live and breath CCL’s vision, values and objectives
* Contribute to the continuous improvement and development of the CCL workforce by facilitating personal and professional development opportunities including: library and learning staff forums and relevant training programs
* Nurture partnerships with other organisations including schools, community organisations and other local government services

## Key Responsibilities and Duties

1. **Management**

* Contribute to the planning, development and implementation of CCL strategies and action plans
* Provide advice to the Chief Executive Officer and the Leadership Team in areas including leadership development, change management, recruitment, risk management and professional development
* Manage and continuously evaluate resources, systems and processes, costs and procedures to maximise productivity

1. **Human Resources**

* Develop staff development and retention strategies to meet organisational needs
* Analyse staff training needs, lead workforce development planning for continuous skills development and industry expertise
* Lead the staff performance appraisal scheme
* Inform and train staff on relevant policies and procedures
* Administer time and attendance system (Kronos)
* Ensure personnel record management meet legislative requirements
* Monitor leave applications and make recommendations in relation to service
* Manage organisational risk management in conjunction with the Occupational Health and Safety Committee
* Manage CCL’s Employee Assistance Program
* Development and expansion of CCL Volunteer Programs

1. **Industrial Relations**

* Participate in relevant training and information sessions related to local government legislation
* Lead development and delivery of the CCL Enterprise Agreement
* Interpret, explain and apply Award provisions.

**Key Selection Criteria**

* Ability to provide positive leadership in a high intensity and complex work environment
* Demonstrated experience in human resource management particularly as it relates to supporting cultural change
* Proven ability to build and lead high performance teams
* Commitment to CCL Vision, Values and Objectives
* Demonstrated ability to develop and deliver projects on time and within budget

**Extent of Authority and Accountability**

* Leadership of the Operations Team
* Development and management of approved budget
* Carry out assigned duties in accordance with CCL policies, delegated authority and compliance with statutory requirements
* In consultation with staff, develop policy and practice for human resources management
* Allocate and supervise resources, including the overall deployment of staff

**Judgement and Decision Making**

* Participate in the development of organisation-wide policy to ensure the efficient and effective operation of CCL
* Formulate and present new policies, ideas and directions
* Assess staff performance

**Specialist Skills and Knowledge**

* Demonstrated understanding and knowledge of local government and public libraries policies and procedures
* Demonstrated understanding of the legislative and regulatory frameworks applicable to CCL
* Establishing, developing and implementing staff training policies and programs
* Ability to implement HR policies and practices
* Knowledge of Award and employment legislation.

**Leadership Skills**

* Experience leading staff in a complex and high intensity work environment
* Ability to analyse complex issues and formulate, review, develop and implement relevant policies and processes
* Highly developed analytical thinking as demonstrated through systems, strategic and business planning skills
* Ability to negotiate and define organisational and team structures, roles and responsibilities, as well as manage self and others to achieve strategic objectives

**Interpersonal Skills**

* Effective verbal and written communication skills
* Demonstrated ability to work as member of a high functioning Executive Team
* Ability to handle conflicting demands and priorities
* Demonstrated ability to negotiate, build positive relationships and collaborative partnerships
* Ability to discuss, negotiate, coach and counsel staff to resolve problems
* Ability to communicate and promote the organisation to the community, engage with colleagues, represent the organisation on appropriate professional committees.

**Qualifications and experience**

* Relevant tertiary degree and/ or postgraduate qualifications
* Local government and/or public library experience highly regarded

**Conditions of Employment**

Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement No. 8, CCL policies and procedures and the letter of offer.

* Employment Status - Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
* Health Declaration – the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
* Hours – based on the full time 38 hour a week employment model
* Multiskilling – The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
* Qualifying Period – As per the Fair Work Act 2009 and Regulations – 6 months
* Recreation Leave - Annual leave must be taken within twelve months of it falling due and at times that are mutually agreeable to both employee and employer,
* Risk Management – Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
* Sick Leave - A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
* Smoking - Smoking is prohibited within all CCL buildings and vehicles
* Working with Children Check – mandatory (Child Safe Standards 2017)

**Inherent Physical Requirements**

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

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| --- | --- | --- | --- |
| Requirements | Frequency | | |
| **Passive** | Possible | Occasionally | Regularly |
| Ability to stand for extended periods for the purpose of using a computer |  | 🗸 |  |
| Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings |  |  | 🗸 |
| Ability to read computer screens and fine print on documents for the purposes of researching various policy options |  |  | 🗸 |
| Ability to communicate clearly both verbally and written |  |  | 🗸 |
| **Manual Handling** |  |  |  |
| Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files |  |  | 🗸 |
| Issue and return of library materials using scanners and docket printers |  |  | 🗸 |
| Lifting of stock and library materials onto and off shelving |  |  | 🗸 |
| Pushing book trolleys |  |  | 🗸 |
| Lifting and moving of boxes and files on a regular basis |  |  | 🗸 |
| **Agility** |  |  |  |
| Bending and stretching, including knee bending |  |  | 🗸 |

*Note: This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained.*

All staff should follow Health and Safety regulations and CCL’s Health and Safety Manual Handling Policy when performing their duties.

Authorised: Chris Buckingham CEO

Date: February 2018