

POSITION:	Branch Manager
CLASSIFICATION:	Band 6 Full time (35 hours) day, night and weekends
REVIEW DATE:	May 2018

Casey Cardinia Libraries

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 more than 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.

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

Position Objectives

Operational

- Deliver innovative and customer focused service consistent with CCL vision, values and objectives (CCL Strategic Plan)
- Manage the day to day operations at the xxx Library
- Actively engage and interact with the community in the library, online and outside the four walls
- Provision of support and assistance to all library users

Strategic

- Contribute to the development of innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CCL strategic goals and plan
- Contribute to the continuous improvement and development of CCL by participating in activities and service development such as: library and learning staff forums, training programs, specialist meetings as required and meetings with your manager
- Nurture partnerships with other organisations including schools, community organisations and other local government services

Key Responsibilities and Duties

1. Leadership

- Develop agreed branch business plans, complete performance reviews, increment reviews, performance management and identify training needs
- Excellent communication skills, providing effective lines of communication with staff
- Provide positive guidance to build a cohesive, customer focused team and leadership

2. Management

- Manage branch resources and workflows in accordance with CCLC's policies and practices; report building, cleaning and maintenance matters promptly
- Train and induct new staff at branch level in accordance with CCLC policies and procedures and human resources standards
- Manage and approve timecards fortnightly within EA & Award conditions and coordinate branch roster in consultation with team members and Administration
- Engage in ongoing professional development, awareness and involvement in public libraries

3. Risk Management

- Implement OHS Policy procedures and legislative requirements
- Ensure that all OH&S incidents are reported, documented and followed through
- Induct all team members on OHS matters and regular reports at branch meetings
- Implement a culture of child safety throughout the library so that child safety is part of everyone's everyday thinking and practice
- Contribute to the safe working environment in accordance with the OH&S Act 2004, regulations and CCLCs policies
- Ensure CCL human resource policies and standards are upheld by all staff

4. Customer Experience

- Develop and maintain a culture of outstanding visitor experience
- Ensure library is an inspiring space for the community with a high presentation standard, accessible collections, welcoming comfortable facilities and promotional material
- Deal with complaints and incidents in accordance with CCL policies and procedures
- Manage and reinforce training of team members in information service provision using print, electronic and web based resources in conjunction with Information Services Librarian

5. Community Engagement

- Develop, deliver and evaluate community programs that support CCL strategic goals and reinforce CCL key messages
- Ensure team are skilled to demonstrate to patrons self-service technology, use of the catalogue, electronic resources and Internet and to maximise use of information services
- Actively seek, develop and maintain partnerships with internal and external organisations
- Engage the community through events and activities that challenge the traditional perceptions of library services

6. Digital Literacy

- Competency in the use of a range of information technology and software tools in the provision of library services
- Willingness to embrace emerging technologies
- Maintain personal competency levels via regular use, training and coaching of staff
- Active training and support to other staff
- Knowledge of current and popular social media and online publishing platforms

7. Collection

- Undertake collection management in line with CCL Collection Management policies
- Display and promote collection
- Plan, deliver and evaluate digital literacy classes relating to library collections and promoting e-resources

Selection Criteria

- Degree or Diploma in librarianship/information & knowledge management with eligibility for professional membership of the Australian Library and Information Association
- Experience in management commensurate with the position
- Knowledge of the Victorian Local Authorities Award 2001, Enterprise Bargaining, Fair Work Act 2009 & OHS legislation
- Commitment to continuous improvement and innovation
- Demonstrated ability to lead and motivate team members and communicate in a collaborative and cooperative manner
- Excellent interpersonal and communication skills with the ability to communicate with all ages, across all levels of the community
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Knowledge of collection management processes
- Excellent information technology and problem solving skills with a range of information technology and software tools
- Time management, organisational and planning ability

- Driver's licence essential

Organisational Relationships

Reports to:	Customer Experience Manager
Internal liaisons:	Library Management Team and all staff
External liaisons:	Library patrons, members of the public, schools, community groups and training providers

Accountability and Extent of Authority

- Manage branch resources in accord with CCL policy and practice
- Decide on appropriate response to difficult patrons and emergency situations
- Accountable for applying Library policies, practices, procedures and standards relating to the delivery of service to library patrons
- Select stock for purchase, reallocation or withdrawal in line with Collection Management Strategy

Judgment and Decision Making

- Make decisions on day to day running of the branch
- Participate in decision making at a management level
- Improve methods by applying previous experience to new situations, using guidance and advice from senior staff

Specialist Skills and Knowledge

- Understanding of the strategic objectives of CCL
- Understanding and knowledge of information service provision
- Demonstrated knowledge and experience of Library Management systems and related computer skills
- Familiarity with relevant budgeting techniques
- Ability to inform the development of policies and strategies for the library service
- Knowledge of safe work practices for circulation work and branch operations
- Ability to source information across varied platforms

Managerial Skills

- Demonstrated skills in setting priorities time management, planning, and organising one's own work and that of the team
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development
- Ability to achieve strategic objectives within timeframes and budget
- Sound judgement for problem solving
- Ability to train and supervise other staff in the execution of established procedures and oversee project teams

Interpersonal Skills

- Ability to gain assistance and cooperation from patrons, community organisations and staff
- Ability to motivate and develop staff, and maintain cohesive teams
- Ability to develop excellent working relationship with range of external service providers
- Strong oral and written communication skills, preparation of reports and presentation skills

- Excellent communication skills with all patrons and staff
- Ability to handle dissatisfied patrons in a friendly manner and deescalate high risk situations
- Ability to have a flexible approach to work and changing priorities

Qualifications and Experience

- Degree or diploma course in library & information management with some relevant work experience, preferably in a public library
OR
- Lesser formal qualifications with relevant work skills & experience commensurate with the requirements of the work required

Conditions of Employment

Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement, Corporation 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** – include rostered day, evenings and weekend shifts and are based on the full time 35 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 at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **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 Corporation buildings and in Corporation 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.

Requirements	Frequency		
	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 are reminded that they should follow Health and Safety regulations and the Corporation's Health and Safety Manual Handling Policy when performing their duties.

Authorised: Melissa Martin (General Manager, Organisational Development)

Date: May 2018