

POSITION:	Branch Manager
CLASSIFICATION:	Band 6
REVIEW DATE:	November 2021

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 460,000 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 and Guiding Behaviours

Creativity

- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others

Fairness

- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour

Teamwork

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

Love of Learning

- We love learning about new things.
- We believe there is always an opportunity to learn
- We learn from each other

Social Intelligence

- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other

Humour

- Our humour enables us to express how we feel.
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection
- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success

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 branch
- 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 CCL policies and practices; report building, cleaning and maintenance matters promptly
- Train and induct new staff at branch level in accordance with CCL policies and procedures and human resources standards
- Manage and approve timecards fortnightly within EA and 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 in accordance with the OHS Act 2004
- Ensure that all OHS 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
- 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

5. Community Engagement

- Develop, deliver and evaluate community programs that support CCL strategic goals and reinforce CCL key messages
- 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
- Ensure team are skilled to demonstrate to library members self-service technology, use of the catalogue, electronic resources and Internet and to maximise use of information services
- Knowledge of current and popular social media and online publishing platforms

7. Collection

- Contribute to development of local and regional library collections through participation in the Library Collections Team
- Undertake collection management in line with CCL Collection Management policies
- Promote collections through displays and Reader Development activities

Selection Criteria

- Degree or Post Graduate Diploma in Librarianship/Information and Knowledge Management (or relevant discipline) with eligibility for membership of the Australian Library and Information Association
- Experience in management commensurate with the position
- Knowledge of the Victorian Local Authorities Award 2015, Enterprise Bargaining, Fair Work Act 2009 & OHS legislation, Child Safety Standards
- Commitment to continuous improvement and innovation
- Demonstrated ability to lead and motivate team members and communicate in a collaborative and cooperative manner
- Passion to work in a fast-paced environment with diverse communities
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Knowledge of collection management processes
- Excellent problem-solving skills with a range of information technology and software tools
- Driver's licence essential
- Working with Children Check

Organisational Relationships

Reports to:	General Manager, Customer Experience
Internal liaisons:	Leadership Team, Regional Support and all staff
External liaisons:	Library members, members of the community, schools, community groups and training providers

Accountability and Extent of Authority

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

Judgment and Decision Making

- Make decisions on day to day running of the branch

- Participate in decision making as a member of the Leadership Team
- Improve methods by applying previous experience to new situations, using guidance and advice from members of the Leadership Team

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
- Ability to inform the development of policies and strategies for the library service
- Knowledge of safe work practices for circulation work and branch operations

Managerial Skills

- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety, training and development
- Ability to achieve strategic objectives within timeframes and budget
- Ability to train and supervise staff in the execution of established procedures and lead teams

Interpersonal Skills

- Ability to gain assistance and cooperation from community members, community organisations and staff
- Ability to motivate and develop staff, and lead teams in accordance with CCL Values
- Ability to develop excellent working relationships with external service providers
- Strong oral and written communication skills, preparation of reports and presentation skills
- Excellent communication skills with diverse community members and staff
- Ability to handle dissatisfied library users 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 Post Graduate Diploma course in Library and Information Management with some relevant work experience, preferably in a public library
- OR
- Equivalent formal qualifications in another discipline with relevant work skills and experience commensurate with the requirements of the role

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 Library 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.

Requirements	Frequency		
	Possible	Occasionally	Regularly
Passive			
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 Casey Cardinia Libraries Health and Safety Manual Handling Policy when performing their duties.

Staff Member:

Signature:

Date:

Authorised: Melissa Martin (General Manager, Organisational Development)

Date: November 2021
