

POSITION: Digital Operations Manager
CLASSIFICATION: Band 6
REVIEW DATE: March 2023

Casey Cardinia Libraries

Casey Cardinia Libraries (CCL) is one of Victoria's largest public library services. We are funded principally by City of Casey and the State Government. We support a rapidly growing and diverse community of more than 365,000 people.

Our libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Narre Warren.

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

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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

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

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

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

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

Love of Learning

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

- 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 implementation of Casey Cardinia Libraries' information communication and technology
- Manage, lead and mentor the Digital Operations Team
- Review, analyse and evaluate business systems and user needs to address and resolve user identified problems in line with service level agreements
- Define and monitor compliance with processes for the set-up and installation of hardware, software, applications, peripherals and other ICT-based systems to agreed service levels
- Escalate performance issues with internal and/or external providers to support systems and business continuity
- Manage ICT reference materials to ensure team members can apply up-to-date solutions for known issues
- Highlight and report applications development, vendor relationship management and infrastructure developments to improve business performance and efficiency
- Manage the implementation and support of business information systems across the organisation

Strategic

- Contribute to the development of innovative and customer focused library service to build capacity in our communities
- Contribute to development and implementation of CCL Library Plan
- Actively seek out, nurture and develop partnerships to support a culture of collaboration and innovation
- Manage library information and communication technology infrastructure, networks, systems software, data security, disaster recovery and staff ICT training and development
- Contribute to the continuous improvement and development of CCL by participating in activities such as: library and learning staff forums, training programs and team meetings
- Manage and evaluate resources, systems and processes to optimise expenditure with solutions and preventative planning

Key Responsibilities and Duties

1. Leadership

- Ensure CCL meets goals and objectives defined in the Library Plan
- Provide leadership, and promote positive workplace relationships through strong and effective lines of communication
- Foster a work environment that encourages staff to discuss policies and procedures and to problem solve
- Provide regular training and feedback that enables staff to do their job effectively and to improve performance and outcomes
- Provide leadership to Digital Operations Team
- Active participation on the Leadership Team

2. Management

- Manage and continuously evaluate ICT resources, systems and processes, costs and procedures to improve the user experience and deliver greater productivity
- Oversee Digital Operations Team to ensure operating within established policies and procedures to work within strict timeframes and elevate incidents within defined timelines

- Plan and monitor expenditure of relevant budget allocations
- Maintain required records and provide reports to the General Manager Finance and Digital Operations
- Oversee the day-to-day operations of the Digital Operations Team
- Prepare and implement annual work plans for team members to support organisational objectives.
- Engage in relevant professional development

3. Information Technology and Systems

- Plan and make recommendations for the development of CCL's computer systems
- Provide accurate information to the organisation on technological services and functionality
- Manage a robust secure and innovative digital operations environment that supports the user experience
- Coordinate contracts, service agreements and support processes between CCL and service providers
- Support CCL staff with training and knowledge to resolve issues themselves
- Review and recommend changes to the Disaster Recovery Plan, data analytics and digital security policies

4. Business Intelligence

- Evaluate, screen and profile data analytics, to identify issues
- Assist in the development of new data analysis processes

5. Project Management

- Management of Digital Operations projects
- Prepare reports by collecting, analysing and summarising information and trends
- Perform reviews and analyses of current processes using operational metrics and reports
- Actively participate in the implementation of approved changes

6. Risk Management

- Implement OHS Policy procedures and legislative requirements
- Ensure that all OHS incidents are reported, documented and followed through
- Induct all team members on OHS matters and regular reports at 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 OHS Act 2004, regulations and CCLs policies
- Ensure CCL human resource policies and standards are upheld by all staff

7. 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

8. Support Services

- Serve as point of contact for library staff and community user support across various forms of media (telephone, email, messaging, ticketing, etc.)
- Record events and problems and their resolution in logs

9. Troubleshooting and Problem Solving

- Perform remote troubleshooting through diagnostic techniques and questions
- Determine the best solution based on the issue and details provided by library users
- Identify and suggest possible improvements on procedures

10. Networking and Infrastructure

- Maintain a good working knowledge of current infrastructure and future trends
- Maintain productive relationships with service providers to ensure that they meet expected requirements
- Proactively monitor CCL systems and identify performance issues
- Maintain and monitor all network, security and computer systems to meet the organisation's current and future requirements
- Test all changes to the network, hardware, software, and hosted applications

Selection Criteria

- Degree or Post Graduate Diploma in Computer Science or IT Management
- Proven performance and experience in the management of ICT infrastructure and software, ideally including Library Management Systems applications and RFID technology
- Ability to analyse complex issues to formulate, review, develop and implement policies and processes
- Proven leadership experience in a high intensity and complex work environment
- Demonstrated ability to build positive relationships and collaborative partnerships
- Excellent interpersonal and communication skills with the ability to communicate with all ages, across all levels of the community and with CCLC stakeholders
- Demonstrated business process management experience including: re-engineering, business process modelling, documentation change management, reporting and continuous improvement
- Ability to identify and implement software solutions and process changes to meet organisational requirements
- Demonstrated ability to work independently and as part of a team to meet organisational strategic outcomes
- Excellent time management, organisational and planning with the ability to meet deadlines and challenging priorities
- Working With Children Check – mandatory requirement (Child Safe Standards 2017)
- Driver's licence essential

Organisational Relationships

Reports to:	General Manager Finance and Digital Operations
Supervises:	Digital Operations Team
Internal liaisons:	Executive Team, Leadership Team, Regional Support staff and all branch staff
External liaisons:	Library members, members of the community and key stakeholders

Accountability and Extent of Authority

- Manage resources in accordance with CCL policy and practice
- Responsible and accountable to the General Manager Finance and Digital Operations for the management of Digital Operations
- Seek advancements to library system software and hardware
- Provide formal input on expenditure of approved items and system budget
- Accountable for creating and maintaining accurate and complete records of the business activities related to this position
- Decide on appropriate response to difficult library users and emergency situations
- Ensure staff and community observe the conditions of use of the technological services

Judgment and Decision Making

- Propose to the General Manager Finance and Digital Operations CCL's future technological requirements
- Participate in decision making at a management level
- Investigate and provide formal input into policies and practices and establishment of new procedures when required
- Consult with system vendors and other service providers regarding system operations
- Decide on priorities, issues resolution and support matters and allocate work within the team
- Actively lead or participate in projects including liaison with relevant stakeholders defining business requirements and reporting

Specialist Skills and Knowledge

- Strong problem solving skills using both established technique and innovation
- Ability to provide formal input to support the development of policies and strategies
- Familiarity of the resources available in support software
- Knowledge of safe work practices for effective public library operations
- Understanding and knowledge of information service provision
- Familiarity with budgeting techniques
- Experience in planning and monitoring
- Demonstrated experience in Windows 10 Operating systems, power platform, cloud computing and hosting services (not limited to Azure and AWS) and advanced Office 365 skills

Managerial Skills

- Proven leadership to inspire, train and lead a motivated team within a multi-faceted and evolving environment
- Ability to problem solve and analyse complex issues to recommend review, and implement policies and procedures
- Ability to lead, inspire, motivate and manage staff across all levels of the organisation
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development
- Strong time management expertise to ensure strategic objectives are achieved within tight timeframes and budget

Interpersonal Skills

- Effective verbal and written communication skills with a demonstrated ability to provide high level reporting
- Ability to build positive relationships and collaborative partnerships with key stakeholders
- Strong conflict resolution skills to manage and deescalate high risk situations
- High level of proven flexibility, time management and negotiation skills A
- Ability to work independently and with others

Qualifications and Experience

- Degree or Post Graduate Diploma in Computer Science or IT Management
- Local Government and/or public library experience highly regarded
- Proven performance and experience in the management of ICT infrastructure and software, ideally including Library Management Systems applications and RFID technology
- Current Victorian Driver's license

Conditions of Employment

- **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 weekdays based on the 38 hour a week employment model
- **Overtime** – any required overtime will be paid at appropriate penalty rates
- **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			
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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 is reminded that they should follow Health and Safety regulations and the Corporation's Health and Safety Manual Handling Policy when performing their duties.

Staff Member:

Signature:

Date:

Authorised: Janine Galvin, General Manager Organisational Development

Date: March 2023