

POSITION:	General Manager, Organisational Development
CLASSIFICATION:	Band 8
REVIEW DATE:	May 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 392,000 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.

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

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

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

- 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 community library users
- Contribute to the continuous improvement and development of CCL by constructively participating in activities such as: library and learning staff forums, training programs, team meetings, and meetings with the CEO

Strategic

- Contribute to development and achievement of CCL strategic goals
- Lead the development of a vibrant, diverse and innovative workforce that live and breathe CCL's vision, values and goals
- 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
- Actively seek out, nurture and develop partnerships and support 'a culture of collaboration and innovation'
- Provide positive leadership as a member of the Executive Team, upholding Casey Cardinia Libraries values and behaviours at all times

Key Responsibilities and Duties

1. Leadership

- Contribute to the planning, development and implementation of CCL policies, strategies and action plans
- Ensure that CCL meets the goals and objectives as defined in the Library Plan
- Prepare reports for the Chief Executive Officer and the Board
- Provide leadership and promote positive workplace relationships
- Foster a work environment that encourages staff to discuss policies and procedures and to problem solve
- Provide regular feedback that enables employees to do their job effectively and to improve performance and outcomes

2. Management

- Provide advice to the Chief Executive Officer and the Leadership Team on organisational development including: leadership development, change management, recruitment, risk management, OH&S, return to work processes and professional development
- Manage and continuously evaluate resources, systems and processes, costs and procedures to maximise productivity

3. Human Resources

- Lead workforce development and retention strategies to meet organisational needs
- Oversee the development of the strength-based staff performance management scheme
- Inform and train staff on relevant policies and procedures
- Administer the time and attendance system
- Ensure personnel record management systems meet legislative requirements
- Monitor leave applications and make recommendations in relation to service delivery
- Manage organisational risk management in conjunction with the Occupational Health and Safety Committee

- Manage CCL's Employee Assistance Program
- Lead development and expansion of CCL Volunteer Programs
- Provide ongoing training and support to staff to deliver a quality customer experience

4. Lending Services

- Oversee the implementation of universally accessible lending services
- Ensure that Lending Services policies and procedures are clearly and properly communicated to staff.

5. Industrial Relations

- Participate in relevant training and information sessions related to relevant local government legislation
- Lead delivery of the CCL Enterprise Agreement
- Interpret, explain and apply Award provisions to staff on an as needs basis.

Selection Criteria

- Understanding and commitment to CCL Vision, Values and Objectives
- Demonstrated experience in human resource management particularly as it relates to supporting cultural change
- Ability to provide positive leadership in a high intensity and complex work environment
- Proven ability to build and lead high performance teams
- Demonstrated ability to build positive relationships and collaborative partnerships
- Degree or Post Graduate qualification
- Demonstrated ability to develop and deliver projects on time and within budget
- Working With Children Check – mandatory requirement (Child Safe Standards 2017)
- Drivers licence

Organisational Relationships

Reports to:	Chief Executive Officer
Supervises:	Administration and Training Officer/Volunteer Coordinator
Internal liaisons:	Executive Team, Leadership Team, Regional Support staff and branch staff
External liaisons:	Council Officers, Board Members, Councillors. employer and employee organisations and advisors, professional colleagues and Community members

Accountability and Extent of Authority

- Leadership of the Administration/Rostering and Payroll Teams
- 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

Judgment 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 relevant 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 relevant Award and employment legislation.

Managerial 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

- Degree or Post Graduate Diploma with substantial leadership experience
- Local Government and/or public library experience highly regarded

Conditions of Employment

Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement, 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 38 hour a week employment model, no rostered evening or weekend work required
- **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)
- **Vaccination** – all employees are required to show proof of being fully vaccinated against COVID-19 before commencing employment CCL in line with Government guidelines

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			✓
Ability to drive a vehicle for the purpose of attending various work and other locations within the corporation, along with meetings outside the corporation.			✓
Manual Handling			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			✓
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 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: Beth Luppino

Date: May 2023