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| POSITION: | Hampton Park and CALD Manager |
| CLASSIFICATION: | Band 6 |
| REVIEW DATE: | May 2024 |

Connected Libraries

Connected Libraries (CL) is a large Not for Profit public library service in Southeast Victoria providing services to community in the City of Casey. We are funded by Casey Council 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, Bunjil Place - Narre Warren, and a Library Lounge at Cranbourne West Community Hub. We have Library Lockers available at Cranbourne West, Manna Gum Family and Community Centre and Orana Community Place.

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

Our Values and Guiding Behaviours

Connection

- We create spaces where people feel that they belong
- We find ways to share our common humanity, interests and passions
- We strive to be fully present and intentional in our interactions with others

Creativity

- We love learning and trying new things
- We challenge the status quo if we believe a better way is possible
- We support different ideas and allow others to give things a go

Enrichment

- We look for ways to empower others to learn and participate
- We strive to provide experiences that enhance the quality of a person's day and life
- We provide opportunities for people to explore what is possible

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

Humour

- Humour helps us to connect with each other
- We like to laugh, bringing smiles to other people
- We use humour to break down barriers and create a positive experience for everyone

Kindness

- We are mindful of peoples feelings
- We are kind and compassionate and look for the best in others
- We are accountable for our own behaviour and appreciate the differences in others

Teamwork

- When we all contribute we excel
- We play to each others strengths
- We can achieve our goals together

- 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 CL vision, values and objectives (CL 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
- Coordination of CALD Services across CL.

Strategic

- Contribute to the development of innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CL strategic goals and plan
- Contribute to the continuous improvement and development of CL 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
- Provide effective lines of communication to all CL staff
- Provide positive leadership to build a cohesive and customer focused team
- Proactively promote the library
- Oversee the delivery of CL's CALD programs and services,
- Active participation on the Leadership Team

2. Management

- With General Manager, Customer Experience, develop agreed branch business plans, complete performance reviews, increment reviews, performance management and identify training needs
- Manage branch resources and workflows in accordance with CL policies and practices; report building, cleaning and maintenance matters promptly
- Train and induct new staff at branch level in accordance with CL 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 CL human resource policies and standards are upheld by all staff

4. Customer Experience

- Develop and maintain a culture of outstanding customer experience
- Ensure library is an inspiring space for the community with a high presentation standard, accessible collections, welcoming comfortable facilities and utilising promotional material where needed
- Deal with complaints and incidents in accordance with CL policies and procedures



- Reinforce training of team members in information service provision using print, electronic and web-based resources
- Promote literacy and library services to the CALD community in Casey

5. Information Services

- Advise and assist library users to find materials and/or information
- Have a good knowledge of CL's collection and online resources and an awareness of Libraries Victoria resources
- Ensure library users to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Contribute to CL's online presences – photos, stories, suggestions and more
- Participate in the selection and evaluation of online resources and services for the library

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, including the development of CALD, through participation in the Library Collections team
- Undertake collection management in line with CL Collection Management policies
- Promote collections through displays and Reader Development activities

8. CALD (Culturally and Linguistically Diverse)

- Alongside the General Manager, Customer Experience, provide advice to develop the CALD Strategy and Action Plan
- Coordinate and provide leadership and support to library staff involved in the provision of CALD related programs and services
- Promote the library service to relevant outside agencies and stakeholders
- Advise on overall program development and service delivery for the Casey CALD community
- Annual review of the CALD programs and services, and identify future directions focusing on CALD community needs and development of staff expertise and service delivery
- Liaise with the community on library services and develop effective relationships with key groups and partnerships within Council and Community Groups
- Advise on policies and strategies to develop CALD programs
- Manage funding allocated to CALD services and programs
- Alongside the General Manager, Customer Experience seek sponsorship and funding for programs and events.
- Represent CL in appropriate CALD network groups
- Liaise with Marketing team to facilitate the promotion of programs, including proof read and publish content on online Events booking system, and prepare content and proofread Events seasonal

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
- Ability to manage capacity of branch to deliver an engaging range of programs and services to meet community expectations
- Proven budgeting skills to meet objectives within budgetary allocations and timeframes
- Experience and understanding of programs and services for CALD community
- Demonstrated knowledge of local communities, their needs and future planning
- Demonstrated ability to build positive relationships and collaborative partnerships
- Working with Children Check
- Driver's licence essential

Organisational Relationships

| | |
|--------------------|--|
| Reports to: | General Manager, Customer Experience |
| Supervises: | Doveton and CALD Team Leader, Hampton Park branch team |
| Internal liaisons: | Leadership Team, Regional Support and all staff |
| External liaisons: | Library and community members, Council Staff, schools, community groups, training providers and external providers including CALD stakeholders |

Accountability and Extent of Authority

- Manage branch resources in accordance with CL 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.
- Performance focused on increasing membership and building on program deliverables and participation
- Present and promote CALD services to relevant organisations in accord with CL policy and practice
- Set priorities for Hampton Park Branch, Doveton Branch and CALD services in consultation with the General Manager, Customer Experience and monitor related budgets
- Coordinate services and program activities, organising publicity and promotion in conjunction with Marketing Manager
- Provide advice to ensure the development and delivery of relevant activities and outcomes in line with the Library Plan, in consultation with the General Manager, Customer Experience
- Good relationships with library users, Council staff or others responsible for the provision services in the community
- Use of Tech One to approve purchase orders as per financial delegations
- Performance focused on increasing membership and building on program deliverables and participation

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
- Participate in policy, service planning and decision making and recommend new policies, ideas and directions including those for the CALD community

Specialist Skills and Knowledge

- Understanding of the strategic objectives of CL



- Understanding of the Library Plan goals and objectives and CLC policy and procedures and priorities
- Ability to inform the development of policies and strategies for the library service
- 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
- Familiarity with relevant budgeting techniques
- Ability to relate and engage with the community and understand their behaviour and development across all ages, abilities and cultural background
- Creativity to formulate and develop activities and promotions based on knowledge of trends and interests in the community
- Ability to forward think, and provide solutions, always learning
- Knowledge of Child Safety standards

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
- Emotional intelligence and sound judgement for problem-solving
- Manage own time, set priorities, plan and organise work
- Assist other staff to understand the objectives of CALD Services
- Negotiation and supervisory skills
- Lead and develop staff, ability to plan and organise others work to achieve objectives in the most efficient way
- Budget management
- Report writing and prepare effective correspondence or publicity.

Interpersonal Skills

- Ability to gain assistance and cooperation from all community members, community organisations and staff
- Ability to motivate and develop staff, and lead teams in accordance with CL 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 all community members and staff
- Ability to handle dissatisfied community members in a friendly manner and deescalate high risk situations
- Ability to have a flexible approach to work and changing priorities
- Ability to liaise and interact with staff and all community members
- Approachability and awareness of library and community member needs
- Demonstrated ability to build positive relationships and collaborative partnerships with external stakeholders and organisations
- Ability to represent the organisation on appropriate professional committees.

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 Connected Libraries Enterprise Agreement, 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 Connected Libraries Health and Safety Manual Handling Policy when performing their duties.

Staff Member:

Signature:

Date:

Authorised: Janine Galvin (General Manager, Organisational Development)

Date: May 2024