

We are currently seeking applications for an experienced Library Services Manager to provide leadership and management of library services. This includes providing high levels of service through a customer service focus in anticipating and meeting the information, recreational, cultural and lifelong learning needs of the Burdekin community.

#### About the role

This position will suit a motivated, self-driven applicant with exceptional leadership skills and a passion for the lifelong learning needs of the Burdekin Community. The Library Services Manager provides effective strategic direction and sustainable operational management of the library service consistent with Council's identified priorities and community needs. This will include, developing, coordinating and reviewing Council's Library and Lifelong Learning Services. This position involves overseeing the selection, cataloguing and classifying of all material in the library, which extends to the Libero library management system. Customer service is an essential part of the role, with the Library Services Manager developing and maintaining a high-quality customer service culture within the library.

#### Why work for us?

- 9-day fortnight (72.5hr fortnight).
- Up to 12% Employer Superannuation with ability to salary sacrifice employee contribution.
- 5 weeks Annual Leave per year.
- Supportive and motivating team.
- Active Social Club.
- Fitness Passport Program.
- Flexible work arrangements.
- Relaxed lifestyle, boating, fishing, sports facilities, private and public schooling options up to Grade 12, cultural venues and events and all of this situated in a thriving agricultural community only an hour away from Townsville or two hours from the magical Whitsundays.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 7 (\$115,645) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **24/20 – Library Services Manager** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria.
- Copies of relevant qualifications and licences

Applications can be submitted using one of the following methods:

- Email – [employment@burdekin.qld.gov.au](mailto:employment@burdekin.qld.gov.au)
- Mail – Confidential Application No. 24/20, PO Box 974, Ayr Qld 4807

Applications close on Tuesday, 21 May at 5:00pm. Word or PDF format is preferable.

For further information please contact the Manager Community Services – Glenn Arboit on (07) 4783 9800.

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each skill or quality, with examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

#### Essential

1. Substantial experience in Public Libraries and demonstrated ability to manage a Public Library.
2. Sound knowledge of current trends, standards and practices in public library services.
3. Demonstrated skills in managing, motivating and leading staff.
4. Demonstrated ability to plan, organise and maintain workflow to achieve established goals, objectives and priorities either individually or as a member of a team.
5. Advanced interpersonal, communications and customer services skills including ability to liaise successfully with a wide variety of customers and external groups.
6. A sound knowledge of information technology, internet and social media tools.
7. Experience with library management systems (preferably Libero).
8. Highly developed cataloguing skills and experience using Dewey Decimal Classification System, Library or Congress Subject Headings AACR2 and RDA.

#### Desirable

1. Degree or graduate diploma in Library Science and eligibility for Associate Membership of Australian Library and Information Association (ALSI).

<b>Position Number</b>	20005
<b>Certified Agreement</b>	Burdekin Shire Council Certified Agreement
<b>Award</b>	Queensland Local Government Industry (Stream A) Award – State 2017
<b>Award Section</b>	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
<b>Award Level</b>	Level 7
<b>Reports To</b>	Manager Community Services
<b>Place of Employment</b>	Burdekin Library, 108 Graham Street, Ayr

## Position Objective

Provide leadership and management of library services and provide high levels of service through a customer service focus in anticipating and meeting the information, recreational, cultural and lifelong learning needs of the Burdekin community.

## Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Develop, coordinate and review Council's Library and Lifelong Learning Services
- Provide effective strategic direction and sustainable operational management of the library service consistent with Council's identified priorities and community needs.
- Identify, develop and maintain effective library policies, procedures and systems for the library service.
- Manage, develop and evaluate the library collections to ensure they meet community needs.
- Manage risk, budget, resources and facilities associated with the Shire library services.
- Oversee the development, delivery and evaluation of lifelong learning programs, promotional and other activities that are customer focused and responsive to community needs.
- Oversee the provision and development of local history and heritage services.
- Oversee the selection, cataloguing and classifying of all material within the library.
- Oversee the Libero library management system.
- Develop and maintain a high-quality customer service culture.
- Ensure relevant learning and development for staff.

### Position Requirements

#### Knowledge

- Advanced knowledge of policies, procedures, practices and current trends relating to library services and local government.
- Advanced knowledge of public libraries including the usage and management of library collections.
- High level of computer literacy including knowledge of Microsoft Office, library management systems, internet and social media tools.
- Advanced knowledge of public library classification systems.

#### Skills

- Advanced skills in the use of Microsoft Office Suite of applications.
- Advanced skills in the use of library management systems.
- Management of personnel resources.
- Advanced judgement and decision making.
- Service orientation.
- Advanced report writing.
- Advanced interpersonal skills.
- Advanced communication skills.
- Advanced library cataloguing skills.
- Leadership.
- Supervision.
- Motivation.
- Team development.
- Coaching.
- Prioritising.

#### Abilities

- Ability to provide effective leadership, vision and strategic planning in the delivery of library services.
- Ability to liaise successfully with a diverse group of customers and community groups.
- Ability to manage, motivate and lead staff.
- Ability to manage time, plan, organise and maintain workflow to achieve established goals, objectives and priorities either individually or as a member of a team.
- Ability to cooperate and provide assistance to team members.
- Ability to work autonomously.
- Ability to display a high level of professionalism and discretion in dealing with confidential or sensitive information.
- Ability to understand and learn software applications relevant to the work environment.

#### Other Requirements

- Apply the conditions of confidentiality to work-related information, documents and situations.
- Personal attributes of honesty and integrity; commitment; enthusiasm; reliability; personal presentation; adaptability; and the ability to deal with pressure.

### Experience and Qualifications

- Degree or graduate diploma in Library Science and eligibility for Associate Membership of Australian Library and Information Association (ALSI) or substantial experience in Library management.
- Extensive experience with library cataloguing systems including Dewey Decimal Classification System, Library of Congress Headings, Anglo-American Cataloguing Rules, Second Edition (AACR2) and Resource Description and Access (RDA).
- Sound experience in budget management.
- CA Class Drivers Licence.
- Current Queensland working with Children Blue Card.

### Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017, and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

### Organisational Relationships

- Works under limited direction.
- Normally supervises other employees and establishes and monitors work outcomes.

### Extent of Authority

- Manages a work area of Council.
- Has significant delegated authority. Selection of methods and techniques are based on sound judgement (guidance is not always readily available within the organisation).
- Decisions and actions taken at this level may have a significant effect on programs/projects/work areas being managed.

### Core Competencies

These competencies relate to positions at this Award level:

#### Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.
- Set the goals and parameters.
- Identify major issues.
- Ensure that all team members know the goals, parameters, and major issues.
- Facilitate input by team members.
- Make timely decisions.
- Assign tasks.
- Coach team members.

- Ensure that the team monitors progress, analyses results, and make appropriate changes.
- Establish and maintain an effective team environment.

#### Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
- Explore customers' expectations and base the service on this knowledge.
- When appropriate, treat major customers like business partners in designing Council's services.
- Develop and implement strategies to coach and train colleagues and teams to improve customer service.

#### Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues.
- Provide complex information in plain language.
- Speak in a manner that suits the audience.
- Actively listen.
- Develop and implement strategies to coach and train colleagues and teams to improve the quality of written and verbal communication.

#### Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.
- Implement strategies for improving quality.
- Monitor implementation of strategies for improving quality and take necessary corrective action.
- Develop and implement strategies to coach and train colleagues and teams to improve the quality of work.

#### Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing adverse impacts on the environment.
- Monitor implementation of strategies for reducing adverse impacts on the environment and take necessary corrective action.
- Develop and implement strategies to coach and train colleagues and teams to reduce adverse environmental impacts.

#### Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.
- Develop and implement strategies to coach and train colleagues and teams to improve work health and safety.

#### Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.
- Analyse and improve efficiency in the workplace.
- Develop and implement strategies to coach and train colleagues and teams to improve workplace efficiency.

#### General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.



## Position Description

### Library Services Manager

8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.