



POSITION DESCRIPTION

TITLE: MANAGER LIBRARY AND FAMILY SERVICES

LEVEL: BAND LEVEL 6 - 8

RESPONSIBLE TO: GENERAL MANAGER COMMUNITY AND LIFESTYLE

Position Status: Continuing Employment - Full Time

Position Approved by: Interim Chief Executive Officer	

POSITION OBJECTIVES:

To provide innovative, engaging and customer focused public library services that are responsive to the needs and aspirations of the community.

KEY RESPONSIBILITIES:

- Manage and develop a responsive library service.
- Deliver leadership that successfully manages changes while engaging, developing and involving staff.
- Maintain, develop, and contribute to strategic relationships with a range of internal and external key stakeholders including Northern Territory Library, Taminmin College, Friends of Taminmin Library, through consultative processes that contribute to the effective achievement of strategic outcomes and comprehensive services to the community.
- Develop and implement innovative library strategic plans (including identification of potential future service delivery), policies, programs and procedures in accordance with community needs and Council's strategic objectives.
- Manage and monitor the library's finances including preparing budget estimates.
- Develop and manage the library collection, selecting resources in the format appropriate to user needs and with consideration of current available technology and future technological developments.
- Oversee, set, monitor and evaluate the library's standards for friendly, efficient and effective customer relations and service provision.
- Oversee the effective development and marketing of the library services and programs.
- Developing, planning and delivering services for Litchfield youth and senior citizens
- Maintain, update, and implement the Litchfield Council Youth Strategy and Action Plan
- Attend and contribute to the Senior Leadership Team meetings and discussions

Organisational Relationships:

Supervises:

- Library Programs Officer.
- Library Customer Service Officer.
- Casual Library Customer Service Officers.

External Relationships

- Establish and maintain ethical and professional relationships with other staff, contractors and key stakeholders, providing information in a supportive and responsive manner.
- Take an active role in managing Litchfield Council's relationship and interactions with the community, building community capacity to initiate and implement projects and programs.
- Employ effective communication strategies and community engagement practices.
- Approach all situations with a clear perception of the political context and reality.

CLASSIFICATION CRITERIA**AUTHORITY AND ACCOUNTABILITY:**

- Accountable for ensuring that works performed are in accordance with specifications, relevant legislation and Council policies.
- Guided by relevant ALIA standards, the Public Library Funding agreement and associated strategies, offer specialist advice to the General Manager Community and Lifestyle with regards to library services.
- Accountable for meeting the requirements of the Public Library Funding agreement, the MOU with Taminmin College and the effective management of the library's budget.
- Accountable for library staff selection and management.
- Accountable for recommending improvement opportunities to ensure the continued success of this work area in contributing to the overall achievement of Litchfield Council's strategic goals
- Accountable for ensuring that a safe working environment exists at all times.
- Authorised to approve expenditure in accordance with relevant Council delegations and relevant budget.

JUDGEMENT AND PROBLEM SOLVING:

- Responsible for developing and implementing policies and procedures to ensure acceptable levels of service are maintained.
- Decision making is subject to research, detailed data analysis and is evidence based.
- Problem solving is based on original, independent and lateral thinking.

SPECIALIST KNOWLEDGE AND SKILLS:

- Extensive knowledge of contemporary issues and initiatives in relation to the delivery of public library services.
- Knowledge of current human resource management, project management and evaluation, resource and financial management.
- Knowledge of contemporary applications of technology within public library services.
- Understanding of the principles of joint use libraries.

MANAGEMENT SKILLS:

- Ability to manage day to day library operations and to manage library specific projects through to completion.
- Ability to work autonomously and/or in a team environment.
- Ability to plan and use own time in setting priorities to achieve set objectives within set timelines efficiently and effectively.
- Ability to engage people across different operational levels and engage consultatively.

INTERPERSONAL SKILLS:

- Ability to relate professionally with a diverse range of people.
- Ability to motivate employees for increased organisational productivity levels.
- Exceptional interpersonal skills including persuasive skills, negotiation skills, conflict resolution abilities and specialist guidance.
- Excellent verbal and written communication skills.

QUALIFICATIONS AND EXPERIENCE:

- Relevant tertiary qualifications recognised by ALIA in the field of library and information science.
- Relevant experience in middle or senior management of a public library and demonstrated related management training.

KEY SELECTION CRITERIA:

- Accredited tertiary qualification at under - or postgraduate level in the field of library and information services (as recognised by ALIA).
- Minimum of 3 years' experience in middle or senior management of a public library and demonstrated related management training.
- Comprehensive knowledge of contemporary issues and initiatives affecting the delivery of public library services and the ability to be self-motivated and an original, independent, and lateral thinker.

- Proven ability to lead and participate in teams to achieve outcomes and develop others to work effectively with innovative ideas and practices.
- Demonstrated customer service skills and an ability to ensure the provision of excellent customer service in a multi-cultural environment.
- Successful experience in human resource management, project management and evaluation, resource and financial management, quality management and policy development.
- Highly developed interpersonal, oral and written communication skills, including consultation, negotiation and conflict resolution.
- Demonstrated well-developed technology skills.
- Demonstrated ability to plan strategically, implement best practice policies, systems and standards including the ability to set priorities and manage risk within allocated resources.
- Commitment to Work Health and Safety and Council's policies and procedures.

Requirements:

- Undertake Pre-Employment Medical and completion of a Criminal History Check.
- Current Northern Territory Driver's License.
- Eligibility for NT Ochre Card.

CHANGES TO JOB DESCRIPTION:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of Council's work environment- including technological requirements or statutory changes.

Approved: (Manager/Supervisor)

Date:

Employee:

Date:
