



Position Description

Position Title	Program Leader, Libraries
Position Number	3193
Division	Community Sustainability
Department	Libraries & Social Development
Team	Libraries
Position Status	Full Time
Classification	Band 8
Position Reports to	Manager, Libraries & Social Development
Position Supervises	Team Leader Library Customer Service, Team Leader Collections & Information Technology, Library Senior Engagement Coordinator, Literacy & Learning Coordinator, Children and Youth Services Coordinator
Date Reviewed	July 2020

Introduction

This Senior Leadership role, strategically guided by the Manager Libraries and Social Development, is responsible for providing and managing library services to the community that aligns with the adopted Library Strategy vision.

Vision

Living, breathing, community destinations where the people of Kingston can read, connect, grow and just be.

Strategic Priorities

In the next 10 years Kingston Libraries aim to deliver exceptional customer service experiences. Kingston Libraries will focus on the following four strategic priorities:

1. 21st century buildings
2. Contemporary service models
3. Customer reach and activation
4. Community engagement and partnership

Position Objective

Reporting to the Manager, Libraries and Social Development, The Program Leader, Libraries is responsible for providing leadership and management of the Library team.

The Program Leader sets priorities and provides strategic direction and leadership, aligned with the Library Strategy, on the delivery and continuous improvement of library equipment, assets, services and programs across the service to meet community needs and expectations current and into the future.

The role of the Program Leader, Libraries is to:

- Provide leadership and direction within Council's Library services on matters relating to programs/projects, partnerships, assets, equipment, marketing, home library and customer engagement activities
- Under the strategic oversight of the Manager Libraries and Social Development, manage the Library teams, enhancing and developing their capacity and expertise, develop and implement appropriate projects and programs to support delivery of the Library strategy
- Proactively contribute to library strategic planning and ensure the alignment to council commitments, priorities and budgets
- Review and design inclusive and accessible libraries services, with a focus on innovative programming and marketing
- Establish a mechanism for community consultation and facilitate ongoing service evaluation and community engagement processes

The Program Leader will provide high-level advice, involvement in strategic planning, policy/procedure development, brokering beneficial partnerships, resource management, agile project management and program delivery within the library service.

As a key member of the Libraries, Building Hubs & Partnership and Social Development leadership group, the Program Leader Libraries will work collaboratively with colleagues and also contribute to the leadership of the broader department.

The Program Leader will work within the Towards Exceptional Council framework which seeks to strive for exceptional performance, so we can better support our community.

Key Responsibilities

1. Towards Exceptional

Building a Strong Foundation



Best practice governance that builds mutual trust, respect and confidence

We are responsive, transparent and committed.



Offering exceptional customer experience

We are accessible, supportive and educational.



Leading in engagement and connecting the community

We are prompt, engaging and inspiring.



Responding to the needs of our place

We are caring, creative and considered.



Speaking out for our community

We are accountable, opportunistic and visionary.



A diverse, dynamic and contemporary organisation

We are flexible, collaborative and innovative.

Supports the Chief Executive Officer to embed Council's six pillars (outlined below) to ensure the Organisation is well placed to respond to the changing landscape of Local Government.

2. People Leadership and operational management

- Lead, motivate and provide direction to team members to achieve desired operational performance, deliver the Library Strategy and project objectives of the Library service
- Provide support to the Manager, Libraries and Social Development on all relevant matters relating to sensitive issues and on significant developments in libraries
- Coach, mentor and manage the team's whole of service performance to continuously improve service delivery
- Encourage and support the professional development of the Library Leadership team
- Evaluate and monitor performance of the team to ensure accurate and efficient service is provided to both internal and external customers/stakeholders
- Form short, mid and long-term goals, relevant project plans and delegate within the team (or create new project teams) to achieve the Library Strategy outcomes
- Recommend budgets, facilitate the development and delivery of a business plan, facilitate performance and service agreement reporting
- Develop and analyse trend data both internal and external relevant to libraries
- This position requires the incumbent to be available by telephone and personal contact outside the normal spread of hours to resolve program, staffing and operational issues
- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act
- Learn, promote and ensure compliance with Work Health and Safety policies and procedures

3. Customer Experience and Service

- Foster the establishment and implementation of consistent customer service standards for Kingston Library Service through the Branch Coordinators and team
- Continuously review and improve policy, processes and practice to reduce customer pain points and achieve enhanced customer outcomes
- Innovate, explore and embrace new opportunities, programs and technologies to enhance the customer experience and drive a customer first service
- Oversee management of Customer Service Guideline
- Initiate and apply for grants and other funding to provide programming opportunities
- Work with Team Leaders and Coordinators to plan integrated and effective outreach and marketing programs
- Oversee the development of programs that promote community harmony and tolerance
- Oversee the development and implementation of appropriate programs and services to meet the demographic needs of our community. Oversee the development and implementation of appropriate digital technology training and asset acquisition to meet the needs of staff and the community. Create a strong team environment with an open communication culture
- Lead the team in the continual improvement of library technology by reviewing and monitoring innovative, emerging and appropriate technologies

4. Partnerships & Engagement

- To lead the development of innovative partnerships to provide value and opportunities to people in Kingston through the Library Service
- Develop partnership with the other Council Departments to determine staff and customer training and standards
- Develop partnerships with internal and external stakeholders to enhance and expand services and outcomes
- To lead creative customer/community engagement practices across the service ensuring these are strategic, systematic and inform service development

5. Marketing and Brand management

- To lead the development and implementation of marketing strategies and activities across the Library service
- Working with multiple stakeholders, to be responsible for the 'look and feel' of physical library service outlets (internal & external)
- To be responsible for the 'look and feel' of all promotional/marketing materials and communications including online, website, social media and lead the planning, development and delivery of new programs and projects that will provide benefit and value to the community

6. Policy

- To assist the Manager to investigate, develop, document and implement service wide policies, procedures and practices to deliver an exceptional and efficient library service, manage risk, as well as to benchmark customer experience and service.

7. Program development, coordination and project management

- Responsible for the planning, development and delivery of the Kingston home library service.
- Responsible for the planning, development and delivery of programs and projects that will provide benefit and value to all of Kingston community.
- To support the Library Services team in the use of sound project management practices
- To create best value in all projects, services, assets and equipment

8. Budget

- To allocate and monitor resources and ensure that the Manager Libraries and Social Development is aware of budget variations
- To assume a high standard of financial accountability and monitoring, manage and report on the expenditure related to budgets

9. Human Resources

- Undertake the library's recruitment and induction programs developed within Council guidelines.
- Developing, implementing and evaluating continuous staff-training program in conjunction with other Team Leaders and Coordinators

Position Requirements

1. Accountability and Extent of Authority

Accountable for the effective management of the library service to the community. This includes:

- Accountability for the provision of an effective, efficient library service and related supporting systems
- The position holder will be required to manage, evaluate and review the library budget, balance expenditure on major projects, and negotiate and manage contracts with suppliers
- The position holder will be required to make autonomous decisions that will affect the work and activities of others in the branch.
- Decisions made will impact on the Kingston community/community groups.
- Decisions will be informed by relevant legislation, current national and state library guidelines and standards, and council policies and guidelines
- The position holder will manage complex major projects requiring specific technical expertise

2. Judgment and Decision Making

The role is responsible for providing and managing library across the local government area to the community. Significant innovation and creative thinking skills are required to explore alternatives and respond to challenges with sustainable solutions or services. These approaches will optimise the use of resources and will have long term impact on the provision of library services to the community. The person in this position will need to research and monitor industry developments and review procedures to ensure consistent approaches are taken to apply correct procedures, and operating instructions to work activities performed. The position holder will recognise problems/issues as they arise and resolve them in the most appropriate manner

3. Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Extensive knowledge and experience in Council services and Public Libraries
- Knowledge of program delivery within a library and local government environment and the ability to work with stakeholders and communities to achieve quality outcomes
- Facilitate workshops, meetings and customer engagement processes to develop and deliver exceptional programs and services
- Demonstrated adaptability, and a default approach, which effectively leads and embraces change, continually seeking new opportunities and innovations to improve and enhance the customer experience.
- A sound understanding of advocacy for Public Libraries.

The position requires professional knowledge in the following areas:

- Staff leadership and management
- Project management
- Customer experience and service best practice
- Library services trends
- A demonstrated ability to develop policies and budgets and ensure efficient and compliant service operations are delivered.
- Demonstrated ability and commitment to social justice and universal access principles, ensuring excellent customer service that is tailored to the diverse needs of customers.

4. Leadership & Management Skills

The following management skills are required to be utilised:

- Demonstrated effective leadership and management of library program delivery and a staff group that has fostered collaboration, effective working relationships and a shared commitment to excellent customer experience outcomes.
- Lead and manage a range of projects and partnerships simultaneously, allocating time and resources appropriately to meet objectives.
- Creativity and initiative is required to navigate systems and demonstrated ability to make a path to achieve objectives and goals.

5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Highly developed communication and negotiation skills with a broad range of stakeholders in order to achieve the objectives of the service and Council.
- Use written communication effectively to promote cooperation, convey policy principles and effectively represent the needs of the Kingston community

6. Qualifications and Experience

The following qualifications and experience are required for the position:

- Tertiary qualifications in library studies or associated discipline
- The incumbent is likely to have had significant involvement in library leadership and management
- Significant experience in Library Service operations, programs and asset management
- Extensive project planning and implementation management

Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

Values and Behaviours	The City of Kingston has six organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are: <ul style="list-style-type: none"> • Future Orientated • Accountable • Expert • Celebrate • Community Centric • Dynamic
Safe Workplace Actions	The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.
Policies and Procedures	The responsibilities of this position are completed in line with all council policies related to the position.
Legislative Framework	The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.

Prerequisites

- Undertake and maintain a current National Criminal Records Check
- Valid Right to Work in Australia
- Pre-employment Medical Assessment
- Hold and maintain a current Working with Children Check
- Driver's License valid in Victoria
- Minimum Bachelor qualification in relevant discipline (eg. Librarianship, community development, business development etc.) with several years of relevant leadership experience.

International Police Checks

Any applicant who has resided in an overseas country for 12 months or more in the last ten years will be required to provide a police check from the country they resided in. Some countries will not release information regarding an individual for personal or third party purposes. Where police records checks cannot be made, the applicant will be required to provide contact details for at least two individuals who personally knew them while they were residing in the other country, to enable Kingston City Council to conduct referee checks. This additional requirement primarily applies to positions in Council's Aged & Disability Services, Health & Local Laws and Social & Community Services.

Inherent Physical Requirements

Predominately an office-based position with a high volume of computer and telephone-based work.

Adaptive equipment available

Equipment	Description of use
Ergonomic assessment of workstation	Minimise effects of long periods of sitting and using a computer
Ergonomic office chair	Minimise effects of long periods of sitting
Telephone headset	Minimise effects of long periods of telephone use

Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

Agreement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the terms and conditions of employment of and I agreed to abide by the terms and conditions stipulated therein.



Libraries & Social Development Team

Vision

A thriving and connected community with equal opportunities for people to engage in life-long learning and achieve personal success.

Purpose

Using an inclusive approach we connect our community with information, knowledge, resources, creativity and each other.

Guiding Principles



Our community and our customers are the **central point** upon which our services turn; they are the reference point for all that we do.



We manage our resources wisely to achieve **best value** for our community and to support an **environmentally sustainable** Kingston.



With an **inclusive approach**, we open the doors of **opportunity for all people** to achieve their goals and participate meaningfully within their community.



Supportive relationships and **strong partnerships** are critical to our success.



The best outcomes are achieved when the **community are our active partners** in identifying the issues, designing the solutions, and implementing the actions.



We are dedicated to **equal and free access** to a shared foundation of information, open data, creative works and knowledge.



Every voice in our team is valued, and we **critically reflect on our services** to continually do better.



We are **innovators**. We push the boundaries so that our **community has early access** to new opportunities.



We **value the history of our community** and ensure it is preserved as a legacy for current and future generations.

Community inspired leadership

kingston.vic.gov.au