

# Position Description

## Manager Community Learning and Service Centres



### 1. Position Overview

To provide leadership and direction to the Community Learning and Service Centres department in line with Council values, City strategic directives and community expectations.

To plan for and effectively manage the ongoing development of contemporary customer focused libraries, community hubs and service centres to meet the changing needs of the Hobsons Bay community.

To work strategically and in partnership across the organisation to cultivate a customer focused culture, and create an environment in which products, processes and services are designed to optimise customer experience.

To drive initiatives that: enhance the quality, effectiveness, responsiveness and efficiency of community servicing in Hobsons Bay; and make a strong contribution to local economic, social, cultural and environmental outcomes.

The position will evolve and change over time so the incumbent will need to be adaptable to the needs of our community and our organisation within the broad scope of the position.

This provides an exciting opportunity requiring innovation, flexibility and adaptability.

### 2. Classification and Relationship

**Position Title:** Manager Community Learning and Service Centres

**Classification:** Senior Officer

**Department:** Community Learning and Service Centres

**Reports to:** Director Corporate Services

**Supervises:** Coordinator Customer Focus  
Coordinator Operations and Facilities  
Coordinator Community Engagement and Partnerships  
Coordinator Library Collections and Digital Services

### 3. Key duties and responsibilities

- Effectively lead and manage the Community Learning and Services Centres Department, including all library, community hub, and service centre functions.
- Identify, plan and determine a future focused strategic direction and approach for the Department which optimises resource allocation and creates value for the Hobsons

Bay community.

- Monitor and review strategic and operational plans to ensure they keep with the principles of community focus, continuous improvement, and value for money service provision.
- Foster innovation and progress new ideas and practices which leverage emerging technologies, increase utilisation of community resources and facilities, and enhance customer experience.
- Build and establish productive and collaborative relationships with internal and external stakeholders.
- Effectively communicate with influence, the vision and strategic direction of Council and the Community Learning and Service Centres Department as well as its key programs, strategies and other key initiatives to influence and gain support.
- Work collaboratively across Council to expand and enhance Council's community service offering; increase community awareness of, access to, and satisfaction with Council's breadth of services and functions as well as attract and facilitate investment in relevant community initiatives, infrastructure and services.
- Provide sound and timely strategic advice to Councillors, the Chief Executive Officer (CEO), and the Executive Leadership Team in relation to improving the health, wellbeing and satisfaction of the Hobsons Bay community in line with the Council Plan and 2030 Community Vision.
- Work as part of the Senior Leadership Team to build an organisational culture that supports Council's values and continuously improves organisational effectiveness.
- Role model Council values in order to achieve business outcomes and meet the expectations of stakeholders and the Hobsons Bay community.
- Identify and drive change management initiatives, processes, programs and strategies for the Community Learning and Service Centres Department and across Council.
- Manage the department's operations and performance, including strong performance development planning, annual performance reviews and the Department's annual budget.
- Ensure that employees are aware of expectations in relation to their roles, key result areas, values, behaviours and development.
- Monitor and report on the performance of Council's customer service model through analysis and interpretation of customer research, customer satisfaction data and relevant operational data.
- Other duties as directed that are within the skills, knowledge and expectation requirements of the position.

#### 4. Key Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Tertiary qualifications in a relevant discipline such as business, technology, commerce, library or social and community planning. Post graduate qualifications will be highly regarded.
- Demonstrated ability and experience in middle or senior leadership roles, managing multidisciplinary teams and providing innovative strategic direction.
- Highly developed conceptual, analytical, strategic planning and project management skills with a proven ability to develop strategies for service performance improvement.
- Exceptional interpersonal, written communication and presentation skills, with the

#### Hobsons Bay City Council


(03) 9932 1000

customerservice@hobsonsbay.vic.gov.au

NRS: 133 677 (for the deaf, hearing or speech impaired)



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115 Civic Parade, Altona  
PO Box 21, Altona 3018

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COUNCIL**



ability to negotiate, influence and motivate.

- A collaborative approach to working, bringing a whole of organisation perspective to developing department-level initiatives and projects.
- Proven ability to: problem solve; be creative, innovative and flexible; and drive positive change.

## 5. Physical Requirements

Ability to sit for prolonged periods working on a computer in the office, home-based working and/or at remote sites.

## 6. Health, Safety and risk duties and responsibilities

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Seek assistance when unsure of how to perform a task.
- Ensure you observe, understand and comply with all Occupational Health and Safety legislation, regulations, codes of practice, policies, procedures and directives.
- Regularly inspect your work environment for hazards.
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
- Support the return to work plan for any injured worker when returning to work.

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