

**POSITION:                   MANAGER LIBRARIES & LEARNING**

**ACCOUNTABLE TO:       GROUP MANAGER CULTURE, COMMUNITY & RECREATION**

**GROUP:                     CULTURE, COMMUNITY & RECREATION**

**DATE REVISED:         JANUARY 2022**

## ROLE CHARTER

This role charter is indicative of the position only and not intended to be a comprehensive and exhaustive list of the accountabilities and duties of a manager within Council. Just as the organisation is adaptive and responsive, Council's management roles are similarly dynamic. This role will evolve and change over time, in line with the growth of the City, changing strategic directions and desired operational outcomes.

Ongoing professional learning, organisational development and continuous improvement are fundamental tenets of Council's operations, and as such managerial staff role charters and accountabilities will change over time.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

### OUR GUIDING PRINCIPLES ARE:



### PRIMARY PURPOSE

To lead and manage the operation of the department and to collaborate as a member of the leadership team in managing Maitland City Council, within the scope of the Delivery Program.

To ensure that as a member of the leadership team the lead, joint and partnered accountabilities as outlined in Council's Delivery Program, are achieved through the active modelling of the Guiding Principles and within the Integrated Planning and Reporting and other organisational frameworks.

To develop and maintain Council's strategies and policies relevant to the appropriate areas of operation as well as ensure the delivery of plans, programs, procedures and systems focussed on the attainment of the identified four-year objectives.

Work in partnership with the leadership team, providing advice on complex issues of operational performance as well as maintain strategic oversight in identified functional areas of expertise to inform the development of strategies and objectives.

To manage and ensure the efficient and effective delivery of a range of functions and services specific to the department, including:

• Strategic Planning	• Library programs
• Library services	• Library collections
• Lifelong learning	

## LEADERSHIP

Maitland City Council's managers are people of honesty and integrity, with a genuine desire to deliver outcomes for our community. Having a deep sense of purpose leaders in partnership with their team are the principal force that motivates and coordinates the section in accomplishing its operational objectives.

The manager is committed to sustaining an enduring organisation, engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this leadership role, the manager will:

- Actively model and communicate Council's Guiding Principles, using these as the basis for decision making, action and behaviour
- Actively build support and facilitate open and genuine discussion, collaboration and partnerships across the department, capitalising on existing and emerging knowledge and experience
- Hold both self and others accountable for decisions, actions, behaviours and outcomes
- Lead, encourage, inspire and support others to develop the confidence and capability to realise their full potential
- Be an active and visible presence across the organisation
- Identify, act and respond to current and future strategic planning opportunities

## MANAGEMENT

Maitland City Council's managers are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The manager will:

### Manage people

- Manage, support and coach staff in undertaking the work and projects of the department
- Prioritise and monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing
- Contribute to a positive, enduring and proactive employment relationship
- Implement a range of people centred plans and actions that support organisation development, engagement, leadership and change
- Establish a safe and healthy workplace and fair and equitable work practices



## Manage operations

- Coordinate and facilitate a holistic approach to quality driven business, work planning and service delivery
- Manage and implement actions and tasks as identified in the Operational Plan
- Control activities which have financial implications so that they are within organisational budgets and plans
- Review and monitor decision making mechanisms and internal business processes to ensure staff are supported in operational service delivery
- Administer and comply with the organisations policies and procedures
- Administer and undertake training and development

## Manage relationships

- Act as the primary link between the Group Manager and the staff of the department
- Act as the section spokesperson to the Executive Leadership Team, community and the media as provided for within the delegations of authority for the position
- Provide timely and appropriate information to the Executive Leadership Team in accordance with council policies and statutory requirements
- Establish and maintain productive relationships with identified stakeholders or groups
- Manage cross organisational relationships and actively support the development and execution of cross organisational projects

## Manage performance

- Develop business plans for the department for integration with Council's long term corporate and community strategic plans
- Monitor, manage and report on the department's performance against the Delivery Program, Operational Plan and business plans
- Ensure contemporary management and professional standards are applied with particular reference to workplace reform, competitive service provision and continuous improvement
- Manage employee development and performance within Council's workforce development framework

## STRATEGIC CONTEXT AND ACCOUNTABILITIES

The Delivery Program and the Operational Plan describe the lead, joint and shared accountabilities of the manager

**Lead Accountabilities** require the manager to take the principal role in directing and guiding the actions and outcomes as required. Whilst the manager may not be wholly responsible for undertaking the tasks, they are accountable for reporting on progress and ensuring the successful completion of the accountability.

**Joint Accountabilities** have parts or portions allotted or belonging to the Department, but which have links to accountabilities assigned to other Departments or Groups. Such accountabilities require the manager to work collaboratively with others to ensure there is an integrated and focussed approach to service delivery.

**Partnering Accountabilities** are those which benefit from the contribution of other Departments or Groups, requiring active partnerships to ensure the timeliness, quality and value of the outcome. Partnering accountabilities will be identified and agreed upon as and when required.



## **CORE FUNCTIONS**

In addition to fulfilling the core leadership and management accountabilities described above, the manager is also accountable to:

1. Deliver the objectives of the Delivery Program, Operational Plan and Library Strategy in an integrated and holistic manner, ensuring libraries and learning services and programs reflect community interests and priorities and promote connection, learning and growth.
2. Manage, monitor and review the Library Strategy to ensure it is fit-for purpose, reflecting community aspirations, cultural and social needs, and is inclusive, encourages connection and can evolve to meet changing needs.
3. Lead, partner, facilitate and advocate to deliver the priorities of the community and recreation department as described in the Delivery Program, Operational Plan and Library Strategy.
4. Ensure libraries and learning services and programs deliver a consistent customer experience.
5. Facilitate the development and management of library services programs and initiatives that are innovative, contemporary and reflect the lifelong learning and cultural needs and expectations of the community.
6. Lead, facilitate or participate in complex, specialised projects that deliver business improvements, new or revised services, or changed operational or strategic direction.

The incumbent is required to undertake any other duties, projects or tasks as directed by the Group Manager which are within his/her skills, competence and training.

## **ESSENTIAL CRITERIA**

1. Degree qualification in Library Science, Information Studies or Information Management, Business Administration, Social Science, Education, Community Development or equivalent, coupled with extensive leadership and management experience.
2. Demonstrated experience leading organisational change, continuous improvement and customer-centred service delivery.
3. Demonstrated experience leading, coaching and supporting staff to achieve work targets, objectives and outcomes effectively and efficiently.
4. Demonstrated experience in strategic and operational planning, including the ability to analyse information and produce meaningful, business focused reports for sound decision making.
5. Demonstrated ability to prepare and manage defined budgets and to meet the operational and strategic financial targets of the organisation.
6. Demonstrated interpersonal skills including highly developed negotiation, problem solving, stakeholder management and conflict resolution.
7. Current Working with Children Check clearance.
8. Class C Driver's Licence.

## **DESIRABLE CRITERIA**

1. Project management experience including the ability to lead, manage, monitor and review multiple projects simultaneously.

Date:



Agreed:

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Employee Name

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Employee signature

