

Position Description (People Managers) Manager Libraries Network

Division	City Life
Classification/Grade/Band	Band 8
Position Number	DW4501
Date position description approved	16 January 2019

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, all employees are expected to act in accordance with the City’s Code of Conduct and the City’s values: collaboration, courage, integrity, innovation, quality and respect.

Primary purpose of the position

By 2030 the City of Sydney Library will be a leader in connecting our diverse communities with knowledgeable library staff, accessible information, technology and excellent customer service.

We are committed and excited about a library future that looks like this:

Place making: supporting local identity and liveability

Connectivity: a place to connect

Inspiration and Aspiration: a place to grow, learn and create

A Sanctuary in the City: a highly valued peaceful place

As a member of the Libraries and Learning Management team the primary purpose of this role is to lead the delivery of accessible information and excellent service to the community in a way that supports our future library vision and is financially sustainable.

Key accountabilities

- Lead and develop a high performing Libraries Network team consisting of Area Team Leaders, Team Leaders and front facing staff
- Develop and implement strategic directions to deliver a future focussed, resilient and sustainable library service
- Drive continuous improvement to operations, processes and procedures to deliver the City's vision
- Deliver projects within budget and delegations
- Comply with all legislation and council guidelines
- Provide a safe and healthy environment for both employees and the community
- Maintain a proactive relationship between other council teams and library stakeholders
- The position is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

Key challenges

- Leading a large and diverse workforce that provides frontline library and customer services across the City and providing guidance and inspiration to library staff to deliver relevant and high quality services to the community
- Managing relationships between internal and external stakeholders and representing the library in strategic working groups and projects

Key relationships

Who	Why
Internal	
Manager, Libraries and Learning	<ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Direct Reports	<ul style="list-style-type: none"> • Lead, direct, manage and support performance and development • Guide, support, coach and mentor
Project Team	<ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
External	
Stakeholders	<ul style="list-style-type: none"> • Provide expert advice on a range of project related issues and strategies
Library Collections Team	<ul style="list-style-type: none"> • Optimise engagement to achieve defined outcomes
Library Operations Team	<ul style="list-style-type: none"> • Optimise engagement to achieve defined outcomes
Library Programs Team	<ul style="list-style-type: none"> • Optimise engagement to achieve defined outcomes
Other City Teams	<ul style="list-style-type: none"> • Manage expectations and resolve issues

Who	Why
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Communicate needs, facilitate routine business transactions and resolve issues • Negotiate and approve contracts and service agreements • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Key dimensions

Decision making

The position is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

The position is accountable for decisions regarding library technology strategic objectives, the successful delivery of Library technology Business as Usual (BAU), and for the provision of advice to Library Managers, Area Team Leaders and Team Leaders

Reports to

Manager Libraries and Learning

Direct reports

Area Team Leader x2

Estimated number of indirect reports

10 Team Leaders

Branch staff

Essential Knowledge & Skills, Experience

Essential criteria

- Tertiary qualifications at degree level in the GLAM sector (Gallery, Libraries, Archives, Museum) or equivalent experience in a related cultural/educational field
- Proven management experience in a customer delivery function. This includes establishing service plans and engaging staff to successfully deliver the plan within budget

Targeted questions

- Please provide an example that demonstrates your ability to lead and develop a team through organisational change using hands on and practical management techniques
- Please demonstrate your highly developed and confident problem solving, communication, interpersonal, negotiation and presentation skills
- What is your approach to professional development for diverse teams?

- How do you keep abreast of customer needs and make decisions on service improvements?
- Please provide an example of a complex project that you have implemented in the workplace.
- What is your understanding of current trends and future directions in contemporary public library operations?

Capabilities for the position

The City's Leadership and Management Capability Framework (LMCF) outlines the capabilities expected of people managers to perform well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees and managers which provide clarity, common language and consistency.

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment. The table below outline the suggested focus capabilities for both Leadership and management and is a guide.

Capability Group	Capability Name	Level
Leadership	Displays Awareness of Self and Others	Section Unit Manager - M4
	Cultivates Productive Relationships	Section Unit Manager - M4
	Drives Results	Section Unit Manager - M4
	Develops People and Culture	Section Unit Manager - M4
	Operates Strategically	Section Unit Manager - M4
Management	Technology and Information Management	Section Unit Manager - M4
	Finance and Resource Management	Section Unit Manager - M4
	Asset Management	Section Unit Manager - M4
	Risk Management, Safety and Compliance	Section Unit Manager - M4
	Procurement and Contract Management	Section Unit Manager - M4
	Project Management	Section Unit Manager - M4
	Change Management	Section Unit Manager - M4
	People Management	Section Unit Manager - M4