



POSITION DESCRIPTION

POSITION TITLE:	BRANCH MANAGER
POSITION NO.:	BMWATS 07/08
DEPARTMENT:	Operations
APPOINTMENT:	Permanent Part Time, 35 hours per fortnight
AWARD CLASSIFICATION:	BAND 6
OCCUPANT:	
LOCATION:	Watsonia Library
PD REVIEWED	July 2008

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager Operations
Supervises:	All Watsonia Branch Staff
Internal Liaisons:	Library staff EMT Managers Other LSS staff Branch Managers
External Liaisons:	Library Users Local Community groups Council departments Local newspapers Local schools

POSITION OBJECTIVES

To ensure a high standard of service delivery to Library Services customers within the Branch through the effective leadership of the branch team.

KEY RESPONSIBILITIES

1. Effectively lead a branch team including recruitment and selection, providing staff support, training, team building, issue escalation, motivation, team briefings, performance management, counselling and coaching.
2. Contribute to the achievement of Regional strategies and targets by effectively managing the Branch Library, and developing branch plan to achieve YPRLS strategic direction.

3. Establish and maintain relationships and partnerships with the local community to identify and develop a range of programs and activities to meet community needs.
4. Facilitate excellence in customer service within the Branch, ensuring Key Performance Indicators are met. Ensure the operation and services of the Branch meets community needs and in accordance with guidelines provided through the combined Executive Management Team and Branch Managers Team. Provide advice to customers and staff as required and resolve customer queries.
5. Ensure effective resource management in the Branch including managing relevant budgets.
6. Ensure that a safe and healthy work environment is maintained for all persons affected by the operations of the branch.

Other Duties

- Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Yarra Plenty Regional Library Enterprise Agreement 2006 – 2009 (Part B, Clause 14)

ACCOUNTABILITY AND EXTENT OF AUTHORITY **JUDGEMENT AND DECISION MAKING**

- Provision of excellence in customer service to all service users in accordance with YPRLS service standards.
- Manage the branch library by providing leadership, management and support to the team members in the branch to enable the development of a highly motivated and skilled team.
- In conjunction with the Executive Management Team, support and achieve Regional outcomes and Library Services business goals in accordance with the Library Service Strategic Plan and branch plans.
- Identify, develop, implement and manage change processes and solutions impacting service delivery.
- In conjunction with the Executive Management Team, provide input to Regional resourcing decisions (financial, asset and human resources), performance reporting, setting goals and objectives.

KNOWLEDGE AND SKILLS (SELECTION CRITERIA)

Specialist knowledge and skills

- Proven commitment to, and sound understanding of, the principles of customer service and its role in providing services to match the needs of diverse communities.
- Ability to maintain a safe and healthy work environment for all persons affected by the operations of the branch by ensuring all work is completed in accordance with workplace health & safety legislation and YPRL's Workplace Health and Safety and Equal Opportunity policies and procedures.

Management skills

- Well developed management skills including workplace management, project management, leadership, goal setting, team building, staff assessment, training needs assessment, performance management, counselling and coaching in relation to contribution to performance goals and individual development.
- Proven ability to contribute to change management within the Region to support the strategic direction of Library Services.

- Ability to maintain and analyse statistical information on achievement of Branch goals and KPIs.

Interpersonal skills

- Proven liaison, advocacy and communication skills with the capacity to develop and maintain positive and effective relationships and partnerships with library members and a wide range of community groups.

QUALIFICATIONS AND EXPERIENCE

- A degree in library and information management or related discipline together with proven experience in the field is desirable
- Eligibility for membership of the Australian Library and Information Association

PHYSICAL REQUIREMENTS OF POSITION:

This position involves lifting, standing twisting, turning, pushing, pulling, reaching, bending, opening and closing actions during the processing and shelving of books / items and in the execution of the required duties. Both fine and gross motor movements are involved for the upper and lower parts of the body and extremities.

The frequent and sustained use of computers, scanning devices, de-activation and re-activation security devices and openers, and office equipment are also involved.

OCCUPATIONAL HEALTH & SAFETY:

All Staff

- Ensure all appropriate actions are taken to implement occupational health and safety policy, procedures and legislative requirements.
- Participate in OH&S training.
- Demonstrate commitment to occupational health and safety through participation in formal and informal discussions with staff.

Staff who supervise other staff

- Ensure all appropriate actions are taken to implement occupational health and safety policy, procedures and legislative requirements.
- Ensure all work injuries are recorded in Work Injury Report book and investigated and preventative strategies to prevent re-occurrence are developed and actioned.
- Ensure consultation with employees and employee health and safety representatives on workplace change or issues which affect health and safety of staff is conducted and documented.
- Initiate hazard reports, investigate and resolve or refer on for actioning.
- Ensure all employees receive induction and appropriate OH&S training.
- Participate in OH&S training.
- Conduct workplace visits, inspections and be able to evidence supervising for safety.
- Conduct Safety audits, develop and action preventative strategies.

EQUAL OPPORTUNITY

All Staff

- Must familiarise themselves with Yarra Plenty Regional Library Service Equal Opportunity, Harassment and Sexual Harassment policies.
- Must respect the rights of others and never get involved in or encourage discrimination, harassment, sexual harassment, bullying, vilification or victimisation.

Staff who supervise other staff must:

- Respect the rights of others and never get involved in or encourage discrimination, harassment, sexual harassment, bullying, vilification or victimisation.
- Do their best to prevent discrimination, harassment, sexual harassment, bullying, vilification or victimisation.
- Take steps to remedy the situation if discrimination, harassment, sexual harassment, bullying, vilification or victimisation has occurred.