

Band 6 Branch Manager – Position Description and Conditions of Employment

Position Title	Branch Manager
Status	Ongoing Full Time
Hours per week	38 hours 19 Day Month, Accrued Day Off (ADO)
Classification	Band 6 Level A-C
Salary Range	Salary Range: As per Schedule of Rates + Superannuation Guarantee
Date	July 2024

The Position

The Branch Manager (BM) role has a strategic focus that assists Your Library Ltd (YLL) in delivering the Key Directions outlined in the Library Plan.

The Branch Manager (BM) is responsible for:

- Providing leadership that ensures the daily delivery of exceptional, inclusive, and responsive customer service that increases reading, information, and literacy outcomes, including digital literacy.
- Leading by example, bringing commitment and skills to the workplace that exemplify teamwork, quality services, and open communication.
- Working with their team to increase job satisfaction; work flexibility; individual performance; ownership and pride in branch services; succession planning; and career planning. The BM is supported in these aspects of their role by the Corporate Management Team.
- Delivering customer focused services consistent with the YLL vision, mission, and values.
- Coaching, mentoring, and performance managing their team.
- Managing the day-to-day operations of the library.
- Engaging and interacting actively with their local communities.

The BM understands, and implements, personnel practices including those related to equal employment opportunity, occupational health and safety and employee development.

Organisational relationships

The BM is a member of the YLL Operations Team under the auspice of the Corporate Management Team.

The position is accountable to: Corporate Manager, Customer Experience (CMCE)

Accountable for: Nominated specialty responsibilities, branch employees, casual staff, and volunteers.

Other relationships include (but not limited to):

Internal	External
<ul style="list-style-type: none"> • Chief Executive • Corporate Managers • Manager Branch Services • Branch Managers & Team Leaders • YLL employees 	<ul style="list-style-type: none"> • Knox, Maroondah and Yarra Ranges Councils, Councillors and staff • Local communities and groups (including businesses) of the three-member Councils — both users and non-users of library services • Educational institutions & regional organisations • Professional organisations and groups



Responsibilities

The BM plays a positive role in delivering the Key Directions outlined in the Library Plan.

Strategic Focus

- a) Contributes to the overall development of innovative customer-focused library services for the Corporation.
- b) Participates actively in corporate planning to ensure services meet local needs based on the demographic profile of our communities.
- c) Contributes to the continuous improvement and development more broadly of YLL, by participating in activities and services development such as: library and learning staff forums, training programs; and specialist groups as required.
- d) Provides advice on opportunities for the improvement of current and future branch service requirements and the staffing of specialty positions.

Innovation

- a) Works with the management team to develop innovative local branch services that will meet increasing user expectations and needs.

Team Leadership

- a) Creates a team culture focused on the delivery of 'outstanding customer service' through adopting innovative and best practices.
- b) Brings commitment and skills to the workplace that exemplifies teamwork, quality services, and open communication.
- c) Facilitates a dynamic work environment which encourages a team approach to tasks and responsibilities.
- d) Ensures the team are skilled to demonstrate all technology and electronic resources.
- e) Provides strong and supportive leadership in the face of a constantly changing work environment.
- f) Promotes an understanding of YLL's personnel policies and practices, including EEO and OH&S practices.
- g) Plans and implements in conjunction with the management team long term staffing strategies to meet service needs and professional development requirements.
- h) Supports and actively develops their team through coaching, mentoring and performance management.
- i) Works with their team to increase: job satisfaction; work flexibility; individual performance; branch services ownership; succession planning; and career planning.

Community Engagement

- a) Develops, delivers and evaluates communities' programs that support YLL's Key Directions.
- b) Actively seeks, develops and maintains partnerships with external organisations.
- c) Develops events and activities, in consultation with the management team, that challenge the traditional perceptions of library services while engaging our communities.

Customer Experience

- a) Works with the library team to ensure the library is a welcoming, inspiring and well-presented space for the local community, with accessible collections, and comfortable facilities.
- b) Deals with complaints and incidents in accordance with YLL policies and procedures, and in a manner that respects diversity and reflects the values of the Corporation.



Authority and Accountability

- Operates within the policies, objectives and budgets of YLL to ensure goals and objectives are met.
- Reports regularly to the Corporate Manager Customer Experience and the Corporate Management Team
- Responsible for leading, coaching, mentoring and managing branch employees, casual staff and volunteers.
- Implements and develops continuous improvement and evaluation processes, including effective communications and advocacy opportunities
- Participates in the recruitment, supervision, performance management, team development and possible termination of employment, for all staff within their branch.
- Uses contemporary best practice and the latest sector knowledge to identify current and future service planning needs, and develop strategies to meet those needs.
- Manages library resources to deliver excellent customer services, efficiently and effectively, within the available resources and despite conflicting pressures.
- Responsible within their branch for ensuring all policies, codes and guidelines, including, but not limited to: staff conduct, child safety, OH&S, risk management, and contract delivery, are observed.
- Contributes to policy development within their area of expertise and/or management.

Judgement and Problem Solving

- Must be able to make informed decisions regarding the day to day operations of the library service as guidance and advice will not always be available.
- Well-developed ability to problem solve, and to assist their team to resolve issues and realise opportunities.
- Ability to think creatively to identify, analyse and provide innovative solutions to service delivery issues.
- Policy development necessitates a thorough examination of a wide array of options before a well-informed recommendation can be presented.

Specialist Skills and Knowledge

The Branch Manager requires:

- a) Proficiency in leadership, performance management, coaching and implementing performance appraisal programs.
- b) Analytical and investigative skills to develop policy options within an organisation-wide framework.
- c) Ability to understand the long-term goals of the wider organisation, its values, aspirations, and the legal and political context in which it operates.
- d) Understanding of, and experience with, the principles and practices of working within a budget.



Management Skills

The Branch Manager requires the following demonstrable skills:

- a) Time management skills, priority setting, planning, managing and organising their own workload and that of direct reports, so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- b) Manage the operations and delivery of library services within the branch through effective support and supervision of staff (including performance management, debriefing, and team development).
- c) Able to understand and implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques. Contribute to the development and implementation of long-term staffing strategies.
- d) Provide leadership and coordination of services, programs and projects aligned to YLL's Corporate Plan and in line with organisational business requirements (such as finance, reporting, risk, etc.).

Interpersonal Skills

The Branch Manager will:

- a) Be able to gain co-operation and assistance from stakeholders, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.
- b) Be able to liaise with counterparts in other organisations to discuss and resolve specialist problems and within the organisation to resolve intra-organisational problems.
- c) Establish and maintain strong relationships with key stakeholders (such as Member Councils, Local communities and groups, professional organisations and employment agencies) at a local, regional and state level, including facilitating and leading networks, meetings and events.
- d) Proactively participate, lead and advise internal stakeholders on the needs, development, culture, and engagement of our communities to inform current and future priorities of YLL.

Qualifications and Experience

The skills and knowledge needed for entry to this Band are beyond those normally acquired through tertiary education alone.

The appointee must have completed a degree with several years of subsequent significant experience in management and responsibility for service delivery (as well as program and project management), including operations, planning, continuous improvement, and evaluation.

In addition, the incumbent will have (or be able to acquire in a short period of time):

- a) A demonstrable high level of confidence and experience in digital literacy, and the ability to share this knowledge and skills with staff and customers, including experience in reference, research, and information provision.
- b) A knowledge of the full range of library collections, products, and services; and experience in working with a wide variety of these products and services, or similar.
- c) An understanding of, and the ability to implement, a range of personnel policies and techniques including performance reviews, EEO and OHS practices.



Key Selection Criteria

1. Experience in leading teams successfully in dynamic environments.
2. Expertise (or ideas) in creating and implementing innovative programs that strengthen community engagement with the library.
3. Demonstrated understanding of customer service principles, and proven ability to work strategically to meet and exceed expectations, including strategies for interacting with diverse internal and external stakeholders.
4. Sound written and verbal communication skills and the ability to engage effectively with people of all ages and of diverse backgrounds.
5. Proven problem-solving abilities.
6. High level digital literacy and technology skills.

Risk Management

Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks. The physical requirements (amongst others) are listed below.

Physical requirements of the position

Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads up to 5kgs.
- Being able to see and hear in the normal range, with or without correction.
- Ability to stand for extended periods.

Employment Conditions

All employment conditions are in accordance with the YLL Enterprise Agreement and the accompanying Policies, Procedures and Guidelines.

Compliance

- A current Working with Children Check or a willingness to obtain one.
- A Current Driver's Licence.
- COVID-19 Vaccination: In accordance with YLL requirements all employees, volunteers, and work placement students are required to demonstrate evidence of an approved COVID-19 vaccination status.

Probationary period

An initial six (6) month Probationary Period will apply to the position. While YLL will make every effort to achieve a successful outcome to the Probationary Period through constant feedback, YLL reserves its rights not to appoint the employee to this role.

The Probationary Period may be extended for a further period of six (6) months, if in the opinion of YLL this is required, before considering the permanent appointment of the employee to the role.

