



Position Description

Regional Manager

(Band 7)

Position Title:	Regional Manager
Reports to:	Chief Experience Officer
Accountable for:	Managers, Team Leaders, and nominated service delivery area
Department:	Administration
Award Classification:	Band 7 (A to D) - Eastern Regional Libraries Corporation Enterprise Agreement No.10 38 hours per week

Your Library Limited is a not-for-profit company limited by guarantee and a cooperative venture of three outer eastern metropolitan councils – Knox, Maroondah, and Yarra Ranges – serving approximately 435,000 residents on the land of the Wurundjeri people of the Kulin Nation.

Reporting to the Chief Experience Officer, this role is ideal for a dynamic, service-driven leader who excels in strategic thinking and effective implementation. The successful candidate will demonstrate strong interpersonal and communication skills to support and facilitate effective leadership across their region. Highly developed problem-solving and decision-making skills are required to deliver library service excellence across our communities.

Key Responsibilities

Branch management and performance

- Support branch teams to deliver excellent customer service across a geographically dispersed organisation.
- Inspire teams to meet performance targets and deliver on organisational goals.
- Develop, implement and manage projects on time and on budget.
- Develop innovative solutions to complex issues, manage strategic change and evaluate for continuous improvement.
- Deliver organisation-wide programs, services and strategies
- Facilitate clear communication within branch teams and across the organisation.
- Contribute to policies, procedures, strategies and goals that support service excellence.

Continuous Improvement

- Implement continuous improvement and evaluation processes.
- Ensure effective communications within and across regional areas.
- Use best practices to identify and meet future service planning needs.

Change & Culture Management

- Manage and maintain a high-performance culture throughout branch teams.
- Ensure organisational values are embedded into service delivery.
- Provide coaching and development to the Leadership Team.
- Support a diverse, engaged, and empowered workforce.

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Policy, Procedure & Reporting

- Develop and review customer service policies and procedures.
- Ensure cultural safety and compliance within branch teams.
- Support compliance with safety laws to maintain a safe work environment in library branches.
- Provide regular reports to the Senior Leadership team and the Executive Leadership team.

Judgement and decision-making

- Demonstrate well-developed problem-solving skills to assist work teams in resolving issues and realising opportunities.
- Think creatively to identify, analyse, and provide innovative solutions to service delivery issues.

Specialist knowledge and skills

- Exhibit proficiency in leadership, performance management, coaching, and utilising performance appraisal programs.
- Utilise analytical and investigative skills to develop policy options within an organisation-wide framework.
- Understand the long-term goals of the organisation, its values, aspirations, and the legal and political context in which it operates.
- Demonstrate experience with resource planning, budget principles and practices

Management skills

- Exhibit strong time management skills, priority setting, planning, and organising own workload and that of direct reports to achieve objectives efficiently within available resources and set timetables despite conflicting pressures.
- Manage the operations and delivery of services through effective support and supervision of staff, including performance management, debriefing, and team development.
- Provide leadership and coordination of services, programs, and projects aligned to the Library Plan and in line with organisational business requirements (such as finance, reporting, risks etc).

Inter-personal skills

- Gain cooperation and assistance from stakeholders, members of the public and other employees.
- Establish and maintain strong relationships with key stakeholders (such as Member Councils, employment agencies) at local, regional, and state levels, including facilitating and leading networks, meetings, and events.
- Proactively participate, lead, and advise internal stakeholders on the needs, development, culture, and engagement of our communities to inform current and future priorities of the Company.

Professional Relationships

Internal and external relationships include (but are not limited to):

Internal	External
Executive Leadership team	Knox, Maroondah, Yarra Ranges Councils, Councillors, and staff
Senior Leadership Team	Local communities and groups (including businesses) of the three-member Councils — both users and non-users of library services
Branch Managers and Team Leaders	Educational institutions & regional organizations.
Branch staff	Professional organizations and groups.

Key Selection Criteria

- Tertiary qualification in Librarianship or a related field with at least 5 years leadership experience in customer-facing services, preferably in a public library setting.
- Demonstrated expertise in leading teams through change.
- An understanding of industry standards and legal compliance as applied to public libraries
- Proven ability to drive a culture of innovation and continuous improvement.
- Values driven.
- Outstanding written, verbal and interpersonal communication and presentation skills.
- Excellent administrative and IT skills with the ability to multi-task and adapt in a fast-paced environment.