

# POSITION DESCRIPTION

## LIBRARY SERVICES MANAGER – P3055

DIRECTORATE	Community	BUSINESS UNIT	Library Services
REPORT TO	General Manager Community	DIRECT REPORTS	3
CONDITIONS	City of Palmerston Enterprise Agreement 2025	LEVEL	Contract
EMPLOYMENT TYPE	Full-time (38 hours), reasonable additional hours as required	DURATION	Ongoing

## THIS POSITION'S COMMITMENT TO THE COMMUNITY

City of Palmerston's vision is to create 'A Place for People', where we focus on our strengths to ensure our city thrives into the future.

Our community is at the centre of everything we do. In achieving this we contribute to the vision where:

- Palmerston is a welcoming vibrant family city that fosters diversity and unity,
- In Palmerston, everyone belongs; and
- In Palmerston, everyone feels safe.

Our vision recognises the importance of valuing and investing in the natural environment, balancing economic imperatives and focussing on innovation to enable social transformation in our city. The Community Plan highlights the priorities for achieving these outcomes.

# OUR CUSTOMER CHARTER

City of Palmerston is committed to our Customer Service Charter and all employees are expected to uphold this commitment within their role.



## POSITION OBJECTIVE

This key leadership role provides strategic and professional advice to help shape and develop the delivery of Library services for the community. Working with the General Manager, the focus will be on the strategic planning for the current and future business, working through transformational change, organisational advancement and driving a contemporary community focused agenda.

This role will manage the Library Services Team in the effective delivery of Library Services through engagement and promotional activities within the Community. The Library Services Manager oversees the Library Services team and provides innovative and future focused solutions into the development and growth of City of Palmerston library services; including the management of potential future subbranches or library hubs.

This role will also lead customer experience and relations opportunities to ensure the “Community is at the Centre of Everything we do and deliver”. In doing so this role will foster a constructive organisational culture and a strong alignment between workplace strategies, customer experience and the delivery of Council’s objectives for the benefit of the Palmerston community.

## POSITION CONTEXT

City of Palmerston’s Capability Framework describes the capabilities and associated behaviours expected of Council employees at every level. These capabilities relate to generic knowledge, skills, abilities, and behaviours required by employees to perform their roles effectively.

Working with the General Manager Community, the Library Services Manager is responsible for the delivery of innovative and contemporary Library Services that contributes to the delivery of City of Palmerston Community Plan including the following:


- Library operational management
- Stakeholder engagement and interdepartmental relationships
- Team leadership and management
- Library development activities and projects
- Strategic planning and budget management
- Champion a high-quality Customer Experience

## KEY DUTIES AND RESPONSIBILITIES

- Participate as a member of the Senior Leadership Team, and promote cooperation, collaboration, coordination, and the sharing of information between departments in pursuit of the Community Plan vision and outcomes.
- Effectively manage the operations of the Library Services team by providing leadership and support to staff to deliver high quality and innovative library services to the Community.
- Deliver the City of Palmerston Library Masterplan.
- Prepare and deliver library engagement programs to promote Palmerston being “A Place for People”.
- Implement positive team initiatives and manage workforce development plans and training.
- Collate data for the purpose of statistical reporting and evaluation.
- Prepare plans, policies, and reports for consideration by Council or other committees as required.
- Contribute to the strategic planning processes for the Library Services team and provide recommendations to the General Manager Community.
- Manage internal and external stakeholder relationships through consultative processes that contribute to the effective achievement of strategic outcomes and comprehensive services to the community.
- Manage and monitor the library’s finances including preparing budget estimates.
- Ensure staff are accountable to key performance requirements and provide a framework for accountability and achievement.
- Develop leadership that successfully manages change while engaging and developing staff.
- Manage projects, including the coordination of consultants and other stakeholders to deliver complex and multi-disciplinary outcomes.
- Develop and manage the library collection in line with contemporary collection management practices.
- Ensure the provision of excellent customer experience for all library users.
- Research and keep abreast of modern and contemporary library service delivery practices and identify efficiencies to improve service delivery.
- Act as General Manager Community.

## WHAT COUNCIL IS LOOKING FOR

- Relevant tertiary qualification at under-or postgraduate level in the field of library and information services (as recognised by ALIA) and/or extensive experience in Library Services.
- A minimum of 3 years’ experience in leading and developing a Library Services team.
- Proven experience and strength in leadership, human resource management, project management and evaluation, resource and financial management, quality management and policy development.
- Ability to interpret, apply and regulate relevant Council legislation and policies.
- Excellent written and verbal communication skills including the ability to liaise with a wide cross section of people and stakeholders.
- Demonstrated ability to plan strategically, implement best practice policies, systems, and standards.

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- Proven ability to develop high quality corporate documentation, including project briefs, complex reports, minutes, and agendas.
  - Strong organisational and event coordination skills.
  - High level of competency in the use of information technology systems and applications.
  - Comprehensive knowledge of contemporary issues and initiatives in relation to the delivery of public library services including an inclusive and innovative approach to the customer experience

## FURTHER INFORMATION

Prior to City of Palmerston's employment offer being confirmed, successful applicants will be required to provide evidence of eligibility to work in Australia, hold a Class C Drivers Licence, provide copies of relevant qualifications, and undergo a criminal history check. Some roles may require successful applicants to attend a medical examination, participate in a psychometric assessment, hold a Working with Children clearance and/or hold a White Card.