



Safety and Wellbeing



Collaboration



Communication



Integrity



Efficiency



Leadership

Position Title	Library Services Manager				
Department	Community, Cultural and Economic Development	Branch	Libraries and Customer Services		
Section	Library Branch Services	Instrument	Contract	Level	Contract

Our Purpose	Together we proudly enhance the quality of life for our community.				
Our Values	Safety & Wellbeing	We empower everyone to stop unsafe work, assess risks, share safety concerns, build trust and foster a positive safety culture.			
	Collaboration	We work together towards a common purpose and understand every employee plays a role in our success.			
	Communication	We communicate openly and ensure diverse voices are being heard and valued.			
	Integrity	We have a professional and respectful workplace and are motivated by public rather than private interests. We inspire others to act ethically.			
	Efficiency	We provide enhanced service to the people of Ipswich and we aim to get it right, first time.			
	Leadership	We engage the heads, hearts and hands of our people to achieve our purpose. Recognition is part of our every day.			

ABOUT IPSWICH CITY COUNCIL

Neighbouring Brisbane, Queensland's capital, Ipswich is the state's fastest growing area and oldest provincial city. It is a dynamic blend of rich heritage, proud communities, diverse landscapes, and lively energy all contributing to a region full of liveability and opportunity.

Ipswich City Council employs more than 1,500 people and promotes a workplace culture built on our communication, collaboration, integrity, efficiency, and leadership values. Council teams operate across various industries delivering a wide range of quality services to the community.

PURPOSE OF THE POSITION

To manage the Library Services Section by leading the planning, development and delivery of quality library services in accordance with legislation, policy and service level agreements. To ensure the optimal alignment of functions and deployment of resources with a clear focus on continuous improvement, sustainable planning and service delivery consistent with Council's strategic direction.

To assist the Manager, Libraries and Customer Services by contributing to the Branch Team and collaborating across Council to ensure the libraries team is a valued and leading part of the broader Council teams.

REPORTING LINE

This position reports to Manager, Libraries and Customer Services and has direct reports.

ACCOUNTABILITIES

1. Drive strategic planning of library services in the context of the broader organisation including service delivery, evaluation and continuous improvement to respond to strong growth into the future.
2. Provide strong leadership and direction, which empowers, motivates and develops others to achieve team, branch and organisational goals across multiple locations in a complex operating environment.
3. Identify, assess and manage strategic, operational and reputational risks, ensuring appropriate mitigation strategies and frameworks are in place.
4. Lead complex stakeholder engagement and build high value partnerships internally and externally.
5. Integrate customer experience, value management and financial data to understand customer and community needs and design library services, using insights to inform decision making.
6. Monitor, measure and prepare reports on the delivery of outcomes within the section for internal and external audiences, including State Library of Queensland.
7. Maintain a high level of industry knowledge, manage professional standards of the service and actively monitor library trends and emerging issues.
8. Adopt a long-term view of community and customer needs collaborating with other teams within Council and external stakeholders to achieve community benefits.
9. Ensure library services are effectively delivered according to service levels and key performance indicators building a culture of innovation and continuous improvement.
10. Plan, allocate and manage budgets and resources within the responsibility of the position to ensure the sustainable and efficient delivery of library services within organisational priorities and financial targets.

QUALIFICATIONS

Mandatory:

- Relevant professional qualification and / or substantial equivalent experience.
- Current full driver's licence.

Desirable:

- A relevant postgraduate qualification would be advantageous.

SELECTION CRITERIA

1. Demonstrated expertise and leadership in the delivery of library services both digital and face to face, within a government or other relevant organisation.
2. Substantial negotiation, consultation, interpersonal and communication skills to facilitate the delivery of a trusted and leading library service that meets the needs of customer and the community.
3. Knowledge of, or ability to rapidly acquire knowledge of all relevant federal, state and local legislation and relevant Council policies and operating environment.
4. Demonstrate outstanding leadership, communication, interpersonal and library service skills, as well as advanced knowledge of the practices and procedures for project management, operational management and strategic planning.
5. High-level ability to plan and organise work so that Council's strategic objectives are met and internal and external contract obligations are fulfilled.

GENERAL

This position description reflects a summary of the key accountabilities of the position, it is not an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties that are reasonably within the scope of the officer's skills, competence and training.

CORPORATE EXPECTATIONS

- Employees are expected to be familiar with and comply with the Code of Conduct and Council policies and procedures.
- Employees are expected to be familiar with and comply with the *Human Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Plan work activities identifying hazards and controls in consultation with workers
 - Conduct and record site inspections and risk assessments (including hazard identification, risk analysis, control measures and treatments)
 - Investigate all accidents and near misses using the appropriate tools and recording systems

- Allocate appropriately skilled workers, resources and equipment to ensure activities can be carried out safely
- Participate in the resolution of WHS issues in work areas, projects and sites
- Cease and reassess work if a hazard control measure fails or is ineffective
- Assist in workforce planning and training
- Ensure workers attend scheduled safety training
- Communicate hazards and controls as identified in the planning process
- Report on issues/incidents/hazards and near misses related to work activities
- Conduct regular safety conversations/Interactions
- Ensure accountability of workers.
- Employees are expected to be familiar with and follow the spirit and content of Council's People and Culture Strategy where people feel valued and respected and ideas and perspectives are sought out.
- Employees may be required to contribute to Council's disaster response and recovery capabilities, where aligned to their function and role.
 - Participate in the monitoring and review of safety and wellbeing issues, project safety performance and ensure implementation of corrective action(s)
 - Report on safety and wellbeing (including hazards and incidents)
 - Ensure accountability of section managers, principal officers, superintendents, supervisors and coordinators
 - Provide resources and support to Safety Representatives as required
 - Communication of safety and wellbeing policies, procedures, objectives and targets to workers and stakeholders.
- Employees are expected to be familiar with and follow the spirit and content of Council's People and Culture Strategy where people feel valued and respected and ideas and perspectives are sought out.
- Employees may be required to contribute to Council's disaster response and recovery capabilities, where aligned to their function and role.