

# Position Description

## Shepparton Library Manager

POSITION NUMBER: OPS 0040  
 POSITION TITLE: Shepparton Library Manager  
 AWARD CLASSIFICATION: Band 6  
 POSITION TIME: Full Time  
 LOCATION: Shepparton Library

### POSITION OBJECTIVES

#### Strategic

- To contribute to the development and achievement of Corporate and Team goals.

#### Organisational

- To deliver library services that are accessible, relevant, and support the needs of our communities.
- To ensure the efficient operation of the Shepparton Library in accordance with GV Libraries policies and procedures.
- To facilitate the highest possible standard of service to the community.

### KEY SELECTION CRITERIA

- Current experience in managing a library.
- Extensive experience in delivering customer service.
- Demonstrated ability in managing people – staff and customers.
- Ability to proactively manage change sensitively.
- Experience in community engagement, promotion and marketing.

### KEY RESPONSIBILITIES AREAS

#### Management

- Demonstrate leadership by acting creatively, fairly and courteously, delegating functions where appropriate.
- Lead, manage, support, motivate and mentor the Shepparton Library team.
- Monitor Shepparton Library casual budget as allocated by the Operations Manager.
- Make recommendations for capital, operational and budgetary consideration.
- Ensure all staff are trained in safe work practices and operation of equipment and are aware of OHS policies and procedures.
- Ensure all staff understand and adhere to GV Libraries policies and procedures.
- Participate in staff reviews and prepare an annual work plan to support organisational objectives in consultation with the Operations Manager.

Doc Name: Position Description Shepparton Library Manager – March 2025		Prepared By: Jenny Wyllie	
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- Prepare reports as required by the Operations Manager and contribute to GV Libraries and Shepparton Library goals.
- Demonstrate continuous improvement by undertaking professional development and training.

#### Customer Service

- Provide a high level and responsive customer service.
- Engage with the diverse cultural communities and Indigenous population of the Shepparton area to improve awareness and service usage.

#### Library Operations

- Be responsible for the day-to-day management of the Shepparton Library.
- Recommend library resources, improvements in programs, and efficiencies within the Shepparton Library.
- Identify continuous improvement opportunities for the library service.
- Ensure the Shepparton Library collection is relevant, current and responsive to community needs.
- Perform any other duties which, given the classification and nature of the duties, may reasonably be directed to perform.

#### Marketing and Promotion

- Proactively promote the library service widely in the community.
- Build and nurture positive relationships with key stakeholders.
- Identify target groups within the community and promote library services to these groups to meet their needs.
- Create, deliver and maintain promotion and marketing materials for the Shepparton Library, in line with GV Libraries policies.
- Engage the community by being open, equitable, accountable and responsive.

### **ORGANISATIONAL RELATIONSHIP**

<b>Reports to:</b>	Operations Manager
<b>Supervises:</b>	Shepparton Library staff and casuals
<b>Internal Liaisons:</b>	Goulburn Valley Libraries staff
<b>External Liaisons:</b>	Greater Shepparton community members Library users Community groups Friends of the Shepparton Library Greater Shepparton City Council staff

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

This position has the authority and freedom to act within established operational, policy and budgetary guidelines, with a regular reporting mechanism.

It is accountable to the Operations Manager for:

- The management of the Shepparton Library service including resources, staffing and customer service within GV Libraries policy and procedure.
- Implementation of work plans, strategic actions and procedures.
- Using previous experience and agreed protocols when making decisions.
- Ensuring guidance is sought from the Operations Manager as required.
- Utilising agreed resources in the deliverance of work plans and actions.

## **SPECIALIST SKILLS AND KNOWLEDGE**

- Awareness of and ability to implement library policies and strategies.
- Demonstrated ability in the delivery of exemplary customer service.
- Experience planning, delivering and evaluating programs.
- High level skills in information technology and software including the ability to troubleshoot equipment and software malfunctions.
- Demonstrated ability to manage and supervise staff.
- Experience in promotion, marketing and advertising.
- Awareness of current public library trends.

## **MANAGEMENT SKILLS**

- Ability to manage time effectively, prioritising and planning own work and that of staff to achieve library objectives.
- Ability to proactively manage change sensitively.
- Ability to achieve specific and set objectives in the most effective way possible within resources available and within a set timetable.
- Ability to develop, supervise, mentor and empower staff to achieve specific outcomes in accordance with library service objectives.
- Participation/contribution beyond the confines of own position.
- Understand the principles of Equal Employment Opportunity, Occupational Health and Safety procedures, and staff development from a Manager's perspective
- Ensuring that discretion and confidentiality are used while performing assigned duties on behalf of GV Libraries

## **INTERPERSONAL SKILLS**

- Ability to work effectively as part of a team.
- Be a role model by exercising resilience and demonstrating a positive attitude.
- Ability to lead, motivate and coach staff and to strengthen the Shepparton staff team.
- Ability to draw staff together to achieve shared objectives.
- Ability to communicate ongoing progress towards objectives to staff and to celebrate successes with them.
- Ability to discuss and resolve problems in a consultative manner.
- Effective written and oral communication skills, listening and networking skills.
- Strong commitment to excellence in service provision to all sections of the community.
- Ability to relate to people from Indigenous and diverse cultural backgrounds.
- Flexibility, accessibility and approachability.

## **QUALIFICATIONS AND EXPERIENCE**

- Eligibility for professional membership of the Australian Library and Information Association (ALIA) or extensive public library experience.
- Demonstrated experience in successful team leadership.
- A current Victorian driver's licence
- A current Working with Children Check

## **Other relevant information**

All applicants new to GV Libraries will be required to complete a pre-existing injury form prior to commencement.

The position will be mainly based at the Shepparton Library, 41-43 Marungi Street, Shepparton, and could be located at libraries across the Greater Shepparton City Council, Moira and Strathbogie Shires.

The following is a list of requirements for this position that need to be met.

Undertake activities associated with office work, including sedentary desk work.

Required to follow the correct procedure for specific tasks

Required to stand for lengthy periods

Required to use computer for lengthy periods

Required to move and lift crates of up to 15kg regularly

Required to move arms/shoulders in repetitive motions for lengthy periods

Required to work within an air-conditioned building

Required to travel in vehicles for extended periods

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Employee Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Operations Manager Signature

\_\_\_\_\_  
Jenny Wyllie

\_\_\_\_\_  
Date