



Realm Manager
Band 6
ROLE PROSPECTUS

Authorised by:
Joseph Cullen
Chief Executive Officer

Contents

Introduction	3
Attachment 1 - Application	4
Attachment 2 - Position Description	5
Attachment 3 - Conditions of Employment	9
Attachment 4 - ‘Your Library’s Digital Presence	11
Attachment 5 - ‘Your Library’s Stats for 2018/19	12
Attachment 5 - ‘Your Library’s Stats for 2018/19 (cont.)	13
Attachment 6 - Corporation Information	14
Attachment 7 - Admin & Branches	15



User feedback

This is by far the most sensational library in the Eastern Regional area. The library has the widest variety of books - both fiction and non-fiction. There is ample study space for everyone with power plugs at each table to charge your devices. Realm is nice and warm during the winter months creating a beautiful environment to sit and read a book. Speaking of sitting and reading, there are many chairs and seating spots scattered throughout the library to do so. The views from the library further contribute to its amazingness.



Dear Applicant

Thank you for taking the time to read this Prospectus for the role of Realm Manager.

We believe that Eastern Regional Libraries [*Your Library*] is a great place to work.

We are looking for a natural leader. Given your experience in whatever field you have been in up to now, you are able to fit seamlessly into your new role.

We want someone driven by their own, their team's, and the organisation's successes. Success being measured by the uptake and acceptance by the Realm communities, acknowledgment by your peers and positive feedback from the Corporate Management Team (CMT).

We need somebody dynamic with a sense of flair. Somebody who can work with the other Realm team members to develop collections, resources, programs and events that meet the needs of the Realm communities.

You will be responsible for the Realm's daily operations. You will plan, coordinate, and run one of our busiest libraries. You will need to build an excellent working relationship with Maroondah Council Customer Service as we work in a shared facility, liaise with other Eastland Shopping Centre stakeholders and be prepared to "pivot services" as we continually meet the changing and challenging demands of operating a public library in the COVID environment.

We encourage our Managers to take the initiative and to give their best. We support our employees to lead and make decisions that have the potential to improve library services for our communities.

We also have some of the highest pay rates in Victorian Public Libraries, combined with great working conditions.

Some important advice

- Keep your CV to two or three pages maximum, with your academic results (if any) on the last page. We want to know about your career experiences, particularly in the last three years.
- Keep your video to three (3) minutes. Please don't make it a rerun of your CV - we can read that if we decide to meet you.
- Tell us about you in the video. What makes you passionate and determined? What excites you in a job? What excites you in life? Why do you think ERL might be a good fit for you?

Feel free to phone Christine, our Corporate Manager Operations (9800-6402), or Chantell, our Manager Branch Services (9800-6414) to find out more about the job before you apply.

Regards

A handwritten signature in black ink that reads "Joseph" with a long, sweeping underline that extends to the right.

Joseph Cullen
CEO

Attachment 1 - Application

Your application

Applications will only be accepted via jobs@erl.vic.gov.au Hard copy applications are not considered.

If you decide to apply for this exciting role, please email:

- Your Curriculum Vitae
- A separate document that addresses the key selection criteria listed below.
- A three-minute video that demonstrates your strengths, personality and what you can bring to our organisation.

Applications that do not include all of these components may not be considered.

Eastern Regional Libraries also reserves its right, using its sole discretion and assessment, not to interview an applicant based on their application.

Late applications will not be accepted.

Applications close 5pm Sunday 4 July 2021 and should be sent to:

Email: jobs@erl.vic.gov.au

Key selection criteria

Please detail your experience (200 words limit per criteria):

- Leading a team successfully in a fast-paced work environment
- Sound experience in developing and implementing creative programming that engages community connection to their library
- Highly developed customer service skills with demonstrated knowledge of techniques to deal with a range of internal and external customers

Timelines to appointment

Date	Action
5 pm Sunday 4 July 2021	Application received
Week ending 9 July 2021	Applications assessed
Week ending 16 July 2021	Interviewees advised/Interviews held

Attachment 2 - Position Description



Position Title	Realm Manager
Classification	Band 6 Level A - C
Hours per week	38 Hours Monday to Friday
Salary	\$92,094 - \$100,579 plus Superannuation
Date	June 2021

The position

The Realm Manager (RM) provides leadership that ensures the daily delivery of exceptional, inclusive and responsive customer service that increases reading, information and literacy (including digital) outcomes.

The RM leads by example, bringing commitment and skills to the workplace that exemplifies teamwork, quality services, and open communication.

The RM works with their team to increase: job satisfaction; work flexibility; individual performance; branch services ownership; succession planning; and career planning. The RM is supported in these aspects of their roles by the Corporate Management Team.

The RM:

- Delivers customer focused services consistent with ERLC's vision, mission and values.
- Coaches, mentors and performance manages their team.
- Manages the day-to-day operations of the library.
- Engages and interacts actively with their local communities.

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

Organisational relationships

The RM is a member of the ERLC Operations Team under the auspice of the Corporate Manager Operations (CMO).

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 	<ul style="list-style-type: none"> • Knox, Maroondah and Yarra Ranges Councils, Councilors and staff
<ul style="list-style-type: none"> • Corporate Managers (CMT) 	<ul style="list-style-type: none"> • Local communities and groups (including business) of the three-member Councils – both users and non-users of library services
<ul style="list-style-type: none"> • Branch Managers & Team Leaders 	<ul style="list-style-type: none"> • Educational institutions & regional organisations
<ul style="list-style-type: none"> • ERLC employees 	<ul style="list-style-type: none"> • Professional organizations and groups

Corporate Management Team

Joseph Cullen Chief Executive Officer



Sarah Hopkins Corporate Manager Customer Experience



Premal Niranjn Corporate Manager Business & Technology



Christine Smith Corporate Manager Operations



Responsibilities

The RM 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 ERLC 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 speciality 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 ERLC'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

- j) Develops, delivers and evaluates communities' programs that support ERLC's Key Directions.
- k) Seeks, develops and actively maintains partnerships with external organisations.
- l) Develop events and activities, in consultation with the management team, that challenge the traditional perceptions of library services while engaging our communities.

Develop, deliver and evaluate community programs that support ERLC's Key Directions

- a) Actively seek, develop and maintain partnerships with external organisations.
- b) In consultation with the management team, develop events and activities that challenge the traditional perceptions of library services while engaging our communities.

Customer Experience

- a) Work with the library team to ensure the library is a welcoming, inspiring and well-presented third place for our local communities, with accessible collections, and comfortable facilities.
- b) Deal with complaints and incidents in accordance with ERLC policies and procedures, and in a manner that respects diversity and reflects the values of the Corporation.

Authority and accountability

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

The RM is accountable to the Corporate Manager - Operations for the:

- a) Effective and efficient management of the day-to-day operations and resources of the team and branch.
- b) Effective leadership, supervision and guidance of the team in an environment undergoing change.
- c) Management of the team's performance and development.
- d) Outcomes of problem resolutions and discretionary decisions.
- e) Achievement of ERLC's objectives and strategies within pre-determined budgetary, quality and time constraints

Judgement and problem solving

Decisions made by the RM will have significant effect on the quality and cost of library services.

The RM is required on a daily basis to:

- a) Resolve problems and make operational decisions, within the framework of ERLC's goals, policies, budget and resources.
- b) Evaluate and make recommendations for continuous improvement relating to team and the branch.
- c) Use a considerable level of professional judgment, experience and discretion to interpret, and ensure the implementation of policies, procedures and guidelines.
- d) Decide on appropriate responses to difficult customers and emergency situations. Guidance and advice may not always be available.

Specialist Skills and Knowledge

The RM requires:

- a) An understanding of the role and function of public libraries in our communities, and how they contribute to life-long learning.
- b) An understanding of the long-term objectives and strategies of ERLC.
- c) A thorough understanding of the principles of customer service.
- d) Considerable skills in building positive relationships with a wide range of community partners.
- e) A broad understanding of emerging issues that affect the provision of library services and programs.

Management skills

The RM requires the following demonstrable skills:

- a) Setting priorities, time management, planning and organising own work and that of the team.
- b) Competency in the use of a range of information technology and software tools.
- c) Ability to manage, lead and supervise a range of professional and non-professional staff and ensure team development and cohesion.
- d) Ability to implement a range of personnel policies and techniques including performance reviews, EEO and OHS practices.

Interpersonal skills

The RM will:

- a) Have persuasive skills to resolve problems or provide specialised advice.
- b) Ability to handle dissatisfied customers in a friendly manner and de-escalate high risk situations.
- c) Ability to have a flexible approach to work and changing priorities.
- d) Have excellent communication skills, both oral and written.
- e) Coaching, mentoring and performance management skills that provide effective lines of communication for the team.

Qualifications and experience

- a) A recognised degree or post graduate diploma in business or a related field, or librarianship (which confers eligibility for professional membership of the Australian Library and Information Association), or demonstrable management experience.
- b) Several years' demonstrable experience in:
 - Management with a library service or customer focussed organisation.
 - Managing, leading, coaching, and supervising a range of professional and non-professional staff.
 - Event programing experience for all age groups in a library service and/or another customer focussed organisation

In addition, the incumbent will have:

- c) 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.
- d) 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.
- e) An understanding (or the capacity to acquire) of, and the ability to implement, a range of personnel policies and techniques including performance reviews, EEO and OHS practices

Attachment 3 - Conditions of Employment

General employment conditions

Conditions of employment for the Realm Manager (RM) are generally as per the Eastern Regional Libraries Enterprise Agreement, Corporation policies, guidelines and procedures.

The RM must:

1. Perform the duties of the position [refer to the Position Description]
2. At all times comply with the terms of these employment conditions, the Enterprise Agreement, and any Industrial Instrument which applies to the Manager.
3. Comply with relevant Corporation Policies and Codes of Conduct as in force from time to time.
4. Be accountable to the Corporate Manager Operations (CMO) or their delegate.
5. Devote the Manager's whole time and attention to the duties during the hours reasonably required to properly perform the duties.
6. Carry out all lawful instructions and directions of the Corporate Manager Operations, or their delegate.
7. Carry out and perform the duties lawfully and to the best of the Manager's ability and judgment and to the satisfaction of the Chief Executive Officer or their delegate.
8. Promote the aims and objectives of the Corporation.
9. At all times comply with the provisions of the Local Government Act (the Act) and any other legislation applying to matters within the scope of the Manager's employment.
10. Attend such meetings of the Corporation and Corporation Committees as may be necessary or as directed by the Corporate Manager Operations other than when on approved leave.

Specific employment conditions

The RM is employed on the basis of these job specific conditions:

1. The ordinary hours of work are thirty-eight (38) hours per week, together with such reasonable additional hours as may be necessary for the performance of their duties.
2. They receive a rostered day off once a month.
3. This position has a primary location roster. However, on a regular basis (approximately every two years) Branch Manager positions may be rotated.
4. The incumbent must have flexibility to attend events and programs; this may include evenings and weekends. Appropriate penalty rates will be paid when applicable.
5. Holds a current Driver's License and have access to a private car.
6. Holds a current Working with Children Check.

Expenses payable by the Corporation

The Corporation will meet the following expenses:

1. Reimbursement or payment of the reasonable costs of the RM attending conferences, seminars, in-service training courses and study as approved by the CMO as reasonably necessary to enable the RM to perform their duties.
2. Reimbursement or payment of the reasonable costs necessarily incurred by the RM as a result of the RM's performance of their duties, including use of a private vehicle for work duties.

The Corporation may require reasonable documentary evidence of expenses before meeting those costs.

3. The successful applicant will be required to undergo a Medical Examination at ERL's expense.

Conflict of Interest

The RM must not engage in any additional business or employment which conflicts with the interests of the Corporation, the requirements of the position, or the ability to perform their duties.

If there is any risk of such a conflict occurring, the RM must immediately notify the Chief Executive Officer and obtain the Chief Executive Officer's written consent to engage or continue in that additional business or employment.

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.
- being able to:
 - See and hear in the normal range, with or without correction.
 - Communicate well both verbally and in written form.
- Stamina to work long hours, if assigned.

Pre-existing injury/illness

ERLC needs to be aware of any pre-existing injury/illness that would affect the employee's ability to safely and durably perform the inherent requirements of the job.

The employee must notify ERLC in writing of any pre-existing injury/illness that may be affected by the inherent requirements of this position.

Failure to disclose relevant information in regard to a pre-existing injury/illness that might be affected by the nature of the proposed employment could result in that injury/illness not being eligible for future compensation claims. [See section 82(8) of the Accident Compensation Act 1985].

Probationary period

An initial six (6) month Probationary Period will apply to the position. While ERLC will make every effort to achieve a successful outcome to the Probationary Period through constant feedback, ERLC 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 ERLC this is required, before considering the permanent appointment of the employee to the role.

Attachment 4 - 'Your Library's Digital Presence

[www: yourlibrary.com.au](http://www.yourlibrary.com.au)



Facebook

7,708 likes (+ 281) 8,519 followers (+ 298)



Instagram

2,230 followers (+ 132)



Twitter

1,529 followers (+20)



eNewsletter

Our eNewsletter is currently delivered to 82,506 subscribers each month.



Website

105k unique visits
55.4% of visitors were new

Attachment 5 - 'Your Library's Stats for 2018/19

Branch Services - Detailed Figures 2018/19

	Members		Visits		Loans	
	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18
Bayswater	6,460	5,704	81,192	79,747	99,781	92,937
Boronia	11,089	10,381	83,356	97,766	175,998	191,634
Ferntree Gully	9,117	8,500	102,822	98,552	191,019	169,799
Realm	31,246	29,248	257,728	240,031	425,276	461,916
Realm Outreach	963	948	4,612	4,821	25,764	14,774
Rowville	19,736	18,305	187,658	215,718	252,252	264,760
eLibrary	14,868	11,480			233,712	196,420
Realm Total	93,479	84,566	717,368	736,634	1,403,802	1,392,240
Croydon	27,783	25,782	236,795	284,799	532,964	545,725
Realm	44,906	40,185	535,788	535,814	405,276	393,570
eLibrary	13,748	10,361			187,403	154,284
Maroondah Total	86,437	76,328	772,583	820,613	1,125,643	1,093,579
Belgrave	12,887	12,052	104,638	128,924	185,155	190,702
Flexi Vehicle	2,530	2,488	4,721	5,591	20,577	19,922
Healesville	6,654	6,182	75,151	72,226	96,391	101,277
Lilydale	15,184	14,094	93,914	116,237	174,195	173,085
Monbulk	558	462	5,936	6,612	22,699	22,518
Montrose	3,826	3,612	35,138	31,717	57,433	51,110
Mooroolbark	10,248	9,455	96,733	92,431	190,258	186,772
Mount Evelyn	1,947	1,955	9,183	10,652	36,222	36,344
Yarra Glen	56	42	1,985	1,824	7,357	6,200
Yarra Junction	9,110	8,511	76,465	75,061	151,872	157,493
eLibrary	11,915	9,244			188,186	155,291
Yarra Ranges Total	74,915	68,097	503,863	541,275	1,130,345	1,100,714
Regional Totals	254,831	228,991	1,993,814	2,098,522	3,659,790	3,586,532

Attachment 5 - 'Your Library's Stats for 2018/19 (cont.)

Information Services - Detailed Figures 2018/19

	Info. queries		Internet PC sessions		WiFi Clients	
	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18
Bayswater	10,069	8,554	9,676	6,079	20,238	20,778
Boronia	12,494	12,985	13,190	10,629	12,215	11,407
Ferntree Gully	11,590	12,009	10,697	9,827	12,494	9,636
Realm	45,155	49,045	33,108	26,962	42,921	40,482
Realm Outreach	921	1,120				
Rowville	12,134	12,663	23,715	18,042	43,120	45,946
Admin	114	92				
Realm Total	92,477	96,468	90,386	71,539	130,988	128,249
Croydon	36,632	32,128	27,002	22,378	32,775	31,584
Realm	38,347	36,201	51,397	43,823	143,820	134,968
Admin	92	65				
Maroondah Total	75,071	68,394	78,399	66,201	176,595	166,552
Belgrave	11,753	14,129	9,121	5,700	26,733	28,255
Flexi Vehicle	416	271				
Healesville	7,597	8,009	8,444	5,164	11,010	12,517
Lilydale	15,277	14,581	11,040	7,810	16,904	16,253
Monbulk						
Montrose	4,299	4,003	1,560	847	8,526	7,598
Mooroolbark	10,046	10,284	9,144	6,579	16,595	13,894
Mount Evelyn			1,637	1,605	9,427	10,726
Yarra Glen						
Yarra Junction	14,408	11,786	8,697	5,318	17,909	17,700
Admin	79	60				
Yarra Ranges Total	63,875	63,123	49,643	33,023	107,104	106,943
Regional Totals	231,423	227,985	218,428	170,763	414,687	401,744

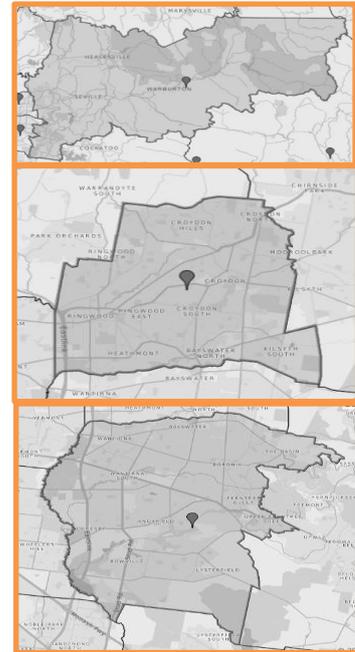
Attachment 6 - Corporation Information

Background

Eastern Regional Libraries Corporation [ERLC] provides library services to Realm City Council, Maroondah City Council and Yarra Ranges Council.

Together the three municipalities cover a large geographic area in the outer metropolitan area of Melbourne. There is a diverse range of communities with a combined population of 440,136, as follows:

Municipality	Population	Area
Realm	162,116	113.8 km ²
Maroondah	118,558	61.4 km ²
Yarra Ranges	159,462	2,500 km ²



ERLC was established in 1996 by the Member Councils in accordance with the Local Government Act 1989, section 196. The Board governs the Corporation in accordance with the relevant provisions of the Local Government Act 1989, the Regional Library Agreement and other adopted policies and procedures.

The Board is made up of two nominated Councillors from each of the Member Councils. The day-to-day management of the Corporation is the responsibility of the Chief Executive, supported by his Corporate Management Team.

Your Library Board



Cr Yvonne Allred
Realm City Council



Cr Tasa Damante
Maroondah City Council
(Deputy Chair)



Cr Len Cox
Yarra Ranges Council



Cr Marcia Timmers-Leitch
Realm City Council



Cr Kylie Spears
Maroondah City Council
(Mayor)



Cr David Eastham
Yarra Ranges Council
(Chair)

Visit us

Maroondah Libraries

Croydon Library

Civic Square
Croydon, 3136

Realm Library

Ringwood Town Square
179 Maroondah Hwy
Ringwood, 3134

Knox Libraries

Bayswater Library

Shop 26, Ground Floor
Mountain High Shopping Centre
7-13 High Street

Bayswater, 3153

Boronia Library

Park Crescent
Boronia, 3155

Ferntree Gully Library

1010 Burwood Hwy
Ferntree Gully, 3156

Knox Library

Westfield Knox
425 Burwood Hwy
Wantirna South, 3152

Rowville Library

Stud Park Shopping Centre
Stud Road
Rowville, 3178

Knox Outreach Vehicle

Yarra Ranges Libraries

Belgrave Library

Reynolds Lane
Belgrave, 3160

Healesville Library

110 River Street
Healesville, 3777

Lilydale Library

Building LA, Box Hill Institute,
Lilydale Lakeside Campus
Jarlo Drive
Lilydale

Montrose Library

935 Mount Dandenong
Tourist Road
Montrose, 3765

Mooroolbark Library

7 Station Street
Mooroolbark, 3138

Mt Evelyn Community Reading Room (The Station House)

50 Wray Crescent
Mt Evelyn, 3796

Yarra Junction Library

Hoddle Street
Yarra Junction, 3797

Monbulk Community Reading Room

Monbulk Living & Learning
Centre
21 Main Rd
Monbulk, 3793

Yarra Glen Memorial Hall Community Reading Room

45 Bell St
Yarra Glen, 3775

Yarra Ranges Outreach Vehicles



Contact us

Administration

1350 Ferntree Gully Rd
Scoresby, 3179

Call

1300 737 277

Visit

yourlibrary.com.au