

Band 6 – Acting Branch Manager - Position Description and Conditions of Employment

Position Title	Acting Branch Manager Croydon
Status	Temporary position - March 10 - December 4, 2023
Classification	Band 6 Level A-C
Position Description	Band 6 Victorian Local Government Award 2001 (Part 2 of Enterprise Agreement No 9)
Salary Range (Depending on experience)	6A \$93,752 6B \$98,062 6C \$102,389
Superannuation Guarantee	Will be paid on the employee's ordinary time earnings (see salary above)
Hours per week	38 hours per week
Accrued Day Off	19 day month

The position

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

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

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

The BM:

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

Organisational relationships

The BM operates under the auspice of the Corporate Manager Customer Experience (CMCE)

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 Management Team (CMT) 	<ul style="list-style-type: none"> • Local communities of the three-member Councils — both users and non-users of library services
<ul style="list-style-type: none"> • Manager Branch Services • ERLC staff 	<ul style="list-style-type: none"> • Educational institutions & regional organizations • Professional organisations and groups

Responsibilities

The BM plays a positive role in delivering the Key Directions outlined in the Library Plan.

Management skills

The BM 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 BM 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 librarianship (which confers eligibility for professional membership of the Australian Library and Information Association), or business or a related field, or demonstrable management experience.
- b) Management, or other relevant experience, within a library service or customer focussed organisation.
- c) Experience with event programming for all age groups in a library service and/or another customer focussed organisation

In addition, the incumbent will have:

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

General employment conditions

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

The BM must:

1. Perform the duties of the position.
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 Customer Service (CMCS) 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 Customer Service, 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 Customer Service other than when on approved leave.

Specific employment conditions

The BM 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. Flexibility Arrangement as per agreed letter of appointment: ADO arrangement.
3. This position has a primary location roster.
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.
7. Availability to attend all relevant staff training programs
8. **COVID -19 Vaccination:**

In accordance with ERL requirements employees are required to demonstrate evidence of an approved COVID-19 Vaccination status. Employees must also undertake booster vaccination(s) in accordance with any directions from the Chief Health Officer or Delegate.

9. **Influenza Vaccine:**

When engaging in outreach programs, you may need to liaise with external community groups/children's groups/parenting groups etc in differing facilities (schools, kinder, aged care facilities etc). To meet their Service Plan/Entry requirements, if required you will have to demonstrate evidence of an approved Influenza Vaccine status. Your Library reimburses employees for the cost of the Influenza Vaccine

Expenses payable by the Corporation

The Corporation will meet the following expenses:

1. Reimbursement or payment of the reasonable costs necessarily incurred by the BM as a result of the BM'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.

Conflict of Interest

The BM 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 BM 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.
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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].