

Branch Manager**Permanent Full Time****Specific Engagement (140 hours per four week period, worked Monday – Friday)****Commencing November 2026****Band 6 – (\$98,914 – 109,451) per annum + Super + Phone Allowance****Watsonia Library****About the Role**

We have an opportunity for a permanent full-time Branch Manager at Watsonia Library. The Branch Manager is responsible for ensuring quality library services by leading and motivating their branch team and managing the day to day operations to develop informed, connected, inclusive communities.

What You'll Do**Lead Exceptional Service Delivery**

- Champion a customer-first culture, ensuring outstanding service experiences at every interaction.
- Drive branch performance and contribute to achieving key objectives outlined in the Regional Library Plan.
- Deliver on the branch's annual business plan, turning strategy into results.
- Embed and uphold Customer Service Guidelines across all branch activities.
- Confidently manage and resolve complex customer issues with professionalism and care.
- Lead the development, delivery and evaluation of engaging programs and services that enrich the community.

Oversee Branch Operations

- Ensure the library is a safe, welcoming and vibrant space for both customers and staff.
- Manage branch resources, budgets and assets to maximise efficiency and impact.
- Maintain high-quality collections and reliable technology services that support customer needs.
- Oversee day-to-day operations to ensure the branch runs smoothly and effectively.

Inspire and Develop People

- Recruit, coach and develop a high-performing team.
- Foster a positive, inclusive and supportive workplace culture.
- Empower staff to build their skills, achieve their professional goals and deliver their best work.
- Lead teams through change with confidence, resilience and a focus on continuous improvement.

Shape the Future

- Develop and deliver annual branch plans aligned with organisational priorities and community needs.
- Build strong partnerships with local organisations, community groups and stakeholders to expand library reach and impact.

- Collaborate with Member Council departments to strengthen relationships and identify opportunities for service enhancement.
- Contribute to leadership forums, strategic planning and policy development to help shape the future direction of the library service.

About You

You are highly motivated and a proactive leader, with a strong interest in utilising and developing your management skills. You will have a strong understanding of the trends and emerging issues of public libraries. You demonstrate resilience in the face of pressure and are confident in supporting your team to manage challenging or antisocial behaviour when it arises.

As key members of YPRL's Leadership Team, Branch Managers lead with initiative, accountability and a passion for customer service. They create exceptional experiences for our customers, empower their teams and go the extra mile every day to make a meaningful impact across the organisation.

If you're passionate about people, community, and creating exceptional library experiences, we'd love to hear from you.

How to apply

Before applying for this position, applicants should read the Position Description located on our website (<https://www.yprl.vic.gov.au/about-the-library/work-with-ypri/current-vacancies/>)

To submit an application for this role, please prepare a statement addressing a response to the selection criteria, along with your current Resume and apply via Seek.

This position will close on **Wednesday 2 September at 11.59pm.**

Interviews will be given to all eligible employees who fully meet and address the key selection criteria. Please note that if you do not satisfactorily meet the key selection criteria you may be excluded from interview.

Further Information

For more information on the responsibilities of this role, and for the selection criteria, please refer to the Position Description or contact Joyce Halwenge, Senior Manager Operations, at jhalwenge@ypri.vic.gov.au or 9088 3463.

****Appointment to this role is subject to a satisfactory National Police Record Check, and Employment Working with Children Check. Applicants must have permanent working rights in Australia to be considered for this position.***