



POSITION REQUIREMENTS

NAME:

POSITION: Branch Manager

CLASSIFICATION: Band 6

APPOINTMENT: Permanent Full Time

DEPARTMENT: Library Experience and Engagement

DATE UPDATED: July 2026

ORGANISATIONAL VALUES

Our RISE values set the expectations for all interactions we have with each other and the community, they guide our decision making and influence our culture.

Respect. I promote connection and fairness. I treat others the way I would like to be treated. I build effective and productive relationships, communicate positively, and seek to understand the interests and perspectives of others.

Integrity. I act with honesty and trust. I do the right thing even when no-one is watching. I take responsibility for my actions, act with integrity, and am trusted to do what I say I am going to do.

Service. I am community focussed, accessible, valued by customers and colleagues. I am committed to a high-quality service for our internal team members and external customers. I actively listen, seek to understand, anticipate, and respond to all customer requirements. I create an environment that is inviting to everyone and encourages interaction.

Empower. I am supportive, innovative, and inclusive of diversity and thought. I continuously learn, am agile and willing to consider change. I encourage collaborative communication and active participation, the sharing of ideas and empower others to contribute. I demonstrate adaptability and flexibility to find solutions to support our community and consider different perspectives to create process improvements leading to innovation.

POSITION OBJECTIVES

The Branch Manager is responsible for ensuring quality library services at their branch by leading the branch team and managing operations so as to develop informed, connected, inclusive communities.

KEY RESPONSIBILITY AREAS

Service Delivery

- Provide leadership to ensure a high standard of customer service at the Branch
- Contribute to meeting KPIs outlined in the Regional Library Plan
- Ensure that the branch annual business plan is fulfilled
- Ensure application of Customer Service Guidelines
- Manage the resolution of complex issues relating to customers
- Ensure the development, delivery and evaluation of a range of core programs and services

Operations

- Manage the building to facilitate optimum use and to maintain staff and customer safety
- Ensure effective resource management in the Branch including managing relevant budgets
- Ensure the maintenance of the collection and IT facilities to a high standard

Staff

- Select, train and develop library staff
- Provide a work environment to enable staff to develop job competencies and achieve professional goals
- Assist staff to adapt to change and promote a positive attitude to change

Planning

- Develop an annual Branch Plan in accordance with the Library Plan
- Develop relationships with local community organisations and individuals to promote the use of the library
- Take responsibility for developing productive relationships with relevant Member Council departments
- Contribute to Branch Managers and EMT/Branch Managers forums through contribution to library policy development and overall library management.

General Responsibilities and accountabilities

- Responsible for identifying issues that impact on service delivery at the Branch and providing recommendations to address such issues.
- Responsibilities and duties included in this Position Description are subject to the Multi skilling provisions of the Yarra Plenty Regional Library Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Senior Manager Operations
Supervises:	All branch staff and volunteers located within their site of operations
Internal contacts:	All staff
External contacts:	Community groups and agencies Member Council departments Educational institutions Other library services

ORGANISATIONAL CONTEXT

The Branch Manager is responsible for ensuring a high standard of service delivery to Library Services customers within the Branch through the effective leadership of the branch team and daily management of the branch operations. Branch Libraries are the delivery point for library services and form important partnerships with local community groups, organisations, schools, and work with Member Council departments to provide collections, programs and services to achieve the library's vision of informed, connected, inclusive communities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Branch Manager is accountable for the efficient and effective management of the branch library on a daily basis. The position is accountable for ensuring quality customer service to all library users in accordance with Customer Service Guidelines and policies. The Branch Manager is accountable for ensuring the building is safe and secure for staff and customers and that its presentation is of a high quality and reflects the designated guidelines as to look and feel.

The Branch Manager has the authority to represent the library and make decisions at relevant meetings and to liaise with Council officers in relation to maintenance and programs and services.

JUDGEMENT AND DECISION MAKING

Decision making is based on knowledge and experience. The Branch Manager implements and monitors established guidelines and protocols for branch operations and for developing and organising library programs and events. It is expected that the position will resolve problems within the Library's guidelines and by drawing on past experience.

Guidance and advice is usually available from the Senior Manager Operations to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

The position requires a sound understanding of public library provision in an increasingly online environment and a demonstrated knowledge of collection management and reference services and the principles of customer service and its role in providing services to match the needs of diverse communities.

MANAGEMENT SKILLS

The position requires well-developed management skills including workplace management, project management, leadership, goal setting, team building, staff assessment, training needs assessment, performance management, counselling and coaching in relation to contribution to performance goals and individual development. The position is required to contribute to change management to support the strategic direction of Library Services and maintain and analyse statistical information.

INTERPERSONAL SKILLS

The Branch Manager requires well developed liaison, advocacy and communication skills with the capacity to develop and maintain positive and effective relationships and

partnerships with library members and a wide range of community groups and other stakeholders. The position requires the ability to lead, motivate and develop staff with persuasion and influencing skills. The ability to build productive networks and establish and maintain relationships with people at all levels is essential.

QUALIFICATIONS AND EXPERIENCE

- A degree in library and information management or appropriate qualification together with relevant experience
- Eligibility for Associate or Library Technician membership of the Australian Library and Information Association desirable
- Management qualifications desirable
- Demonstrated successful experience in libraries is highly desirable

RISK MANAGEMENT

This position must:

Report identified hazards that may pose a risk to employees or the public, and/or may give rise to an insurance claim. Inspections should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson.

OCCUPATIONAL HEALTH & SAFETY AND EQUAL OPPORTUNITY RESPONSIBILITIES

All employees are required to:

Comply with all OH&S policies, procedures and requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All employees are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where requires.

Comply with Equal opportunity, Bullying and Workplace Violence Prevention, and Sexual Harassment Prevention policies, procedures and requirements and undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behaviour and discrimination.

Comply with the employee Code of Conduct.

SELECTION CRITERIA

- A degree in library and information management or appropriate qualification together with relevant experience
- Demonstrated successful experience in a library environment
- Proven liaison, advocacy and communication skills with the capacity to develop and maintain positive and effective relationships and partnerships with library members and a wide range of community groups
- The ability to lead, motivate and develop other staff with persuasion and influencing skills
- The ability to build productive networks and establish and maintain relationships with people at all levels
- Current Victorian drivers' licence and requirement to provide own transport
- Provision of a satisfactory National Police Record Check and Employment Working with Children Check

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of office desk and keyboard based duties.

Task	Performed Often (5+ times in one shift or sustained for 30 minutes)	Performed Sometimes (Less than 5 times in one shift)	Never / Rarely Performed
Passive			
Keyboard duties	✓		
Reading Task	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs			✓
Driving a car			✓
Manual Handling			
Lifting / carrying < 20kg		✓	
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys		✓	
Bending, squatting or reaching		✓	
Repetitive arm / wrist movements	✓		
Bending or twisting spine		✓	
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing		✓	
Sensory			
Fine Hand Coordination	✓		
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
Emotional			
Exposure to challenging conversations and behaviours		✓	
Dealing with grief and loss			✓
Communicating with elderly patrons		✓	
Communicating with Non-English speaking persons		✓	
Providing empathy and support		✓	

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

I have read the Position Description for the **Branch Manager**. I understand and agree to all requirements within.

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Signature

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Date