

## Job Description Form



We provide valued services to the community through:

- COLLECTIONS that tell the stories of Western Australia; and
- CONNECTIONS that build a trusted knowledge and learning network for Western Australians.

### POSITION DETAILS

<b>Position Title:</b> Manager Client Services	<b>Position Number:</b> 13050
<b>Classification Level:</b> Level 7	<b>Location:</b> Perth Cultural Centre
<b>Directorate:</b> Library Services/Client Services	<b>Agreement:</b> Public Sector CSA Agreement 2019
<b>This Position Reports To:</b> 14016 - Director Library Services- Level 8	
<b>Positions Reporting to this Position:</b> 12194 - Team Leader Client Services - SCL2	

### POSITION PURPOSE

The Client Services Team is responsible to the Director Library Services for the provision of all frontline services for the State Library of Western Australia. The position leads and manages the Client Services team to deliver information, research and recreational services to clients across Western Australia, in the building and online.

## KEY RESPONSIBILITIES OF THIS POSITION

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### **Role Specific Responsibilities:**

1. Take functional responsibility for the effective and efficient leadership and strategic development of the State Library's front-line information services, ensuring that practices reflect current and emerging international best practice.
2. Plan, develop, direct and evaluate the policies, products, services and activities of the Client Services Team with particular reference to:
  - the delivery of digital and physical information services from the State Library;
  - the development and evaluation of client use and relevance of collections in collaboration with the Collection Services directorate.
  - document delivery.
3. Manage performance and development in the Client Services Team. Guide, coach and develop staff to be flexible, adaptable, to build on digital capabilities and maintain contemporary practice and knowledge in frontline service provision.
4. Manage the human, financial and physical resources of the Client Services Team with a view to fostering continuous improvement and innovation in service delivery to meet the changing needs of the Library's diverse clients and stakeholders.
5. Identify, foster, develop and manage partnerships within and outside the State Library to leverage opportunities, realise mutual benefits and enable the achievement of the Library's strategic objectives.
6. Contribute to the strategic planning of the Library Services Directorate.
7. Represent the Library to other government organisations, relevant stakeholders, business and other professional and interest groups at a state and national level as appropriate.
8. Performs other duties as required.

### **Corporate Responsibilities:**

1. Demonstrates the Library's organisational values.
2. Adheres to the Public Sector Code of Ethics and Library Code of Conduct.
3. Acts safely and in accordance with the Library's Occupational Health and Safety Policy and Procedures.

## WORK RELATED REQUIREMENTS

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Applicants should be able to demonstrate their capability to meet the criteria below, which should be read in conjunction with the specific responsibilities of this position:

### **Essential:**

#### **1. Role Specific:**

- Substantial knowledge of international trends, issues and developments in the library sector.
- Considerable experience in the provision of services to support innovative learning and research in a print and digital environment.

#### **2. Shapes and Manages Strategy:**

- Understands the organisation's objectives and provides direction to others regarding the purpose and importance of their work, aligning operational tasks to strategic outcomes.
- Gathers and investigates information from a variety of sources and perspectives and monitors best practice approaches in the organisational context.
- Undertakes objective, systematic and evidence-based analysis and identifies innovative solutions to problems and issues.

#### **3. Achieves Results:**

- Reviews performance of staff and projects and identifies opportunities for continuous improvement.
- Responds positively and flexibly to change and uncertainty.
- Commits to achieving quality outcomes.

#### **4. Builds Productive Relationships:**

- Demonstrates professionalism and operates as an effective representative of the organisation in public and internal forums.
- Takes personal responsibility for meeting objectives and deadlines.

#### **5. Exemplifies Personal Integrity and Self Awareness:**

- Demonstrates professionalism, integrity and commits to personal development.
- Takes personal responsibility for meeting objectives
- Shows commitment to learning and development, self-evaluates performance and seeks feedback from others.

#### **6. Communicates and Influences Effectively:**

- Confidently presents messages in a clear, concise and articulate manner, and selects the most appropriate medium for conveying information.
- Listens carefully to others and ensures mutual understanding.
- Negotiates persuasively and strives to achieve mutually beneficial outcomes.

#### **Desirable:**

- Eligibility for Associate membership of the Australian Library and Information Association or professional membership of the Australian Society of Archivists.

### **APPOINTMENT PRE-REQUISITES**

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#### **Appointment to this position is conditional on:**

1. Successful 100 point Identification Check
2. Right to Work in Australia
3. Successful Criminal Record Screening Clearance

### **SPECIAL CONDITIONS**

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1. May be required to work rostered hours for a 7 day a week operation, including evenings and weekends.
2. Occasional out of hours and / or weekend work.
3. May be required to travel intrastate and / or interstate

### **CERTIFICATION**

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The details contained in this document are an accurate statement of the responsibilities and requirements of this position.

<b>Position Title:</b> Click or tap here to enter text.	<b>Name:</b> Click or tap here to enter text.	<b>Date:</b> Click or tap to enter a date.
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#### **Effective Date:**

24/06/2020

(JDF registered date)