



POSITION DESCRIPTION

General Stream Band 7

POSITION TITLE:	Assistant Manager, Library and Research Services
Entity	Legislature - General
Unit	Parliamentary Library (Parliamentary Research Service)
Reports To (role)	Manager, Library and Research Services
Direct Reports:	Operational leadership of the Library and Research Services team.
Award and Band Level	Tasmanian State Service Award Band 7
Employment status	Permanent Full Time
Full Time Equivalent (FTE)	1.0 FTE
Ordinary Hours per week	Average of 36.75 hours per week with additional reasonable hours as required of the role. The position may require working extended and unpredictable hours during sittings of Parliament with work being undertaken outside normal hours.
Location	Parliament House, Hobart, Tasmania



RESPECT



INTEGRITY



TRUST



INCLUSIVITY



EMPOWERMENT



COLLABORATION

About Us

The Parliament of Tasmania is a meeting place where elected representatives meet to make laws, authorise the expenditure of public funds, scrutinise the government of the day and give a voice to their constituents in the electorates. The Parliament is made up of three separate entities consisting of:

- House of Assembly – which provides services to the Members of the House of Assembly, including chamber and committee support in the discharge of their constitutional and parliamentary responsibilities as elected Members.
- Legislative Council – which provides services to the Members of the Legislative Council, including chamber and committee support, in the discharge of their constitutional and parliamentary responsibilities as elected Members.
- Legislature - General – which provides joint services to support Members of Parliament, officers, and staff of the Parliament. These services broadly relate to building and facilities, engagement and visitor services, finance, ICT, library and research services, parliamentary reporting services, and people & culture.

Why work at Parliament of Tasmania

- A unique opportunity to contribute to democracy in Tasmania.
- Develop capability in delivering innovative, responsive, and impartial professional services.
- A supportive environment to enable our people to do their most purposeful and rewarding work.
- Deliver value that makes a real impact.
- Generous leave provisions and benefits.
- This might be your best role ever.

Position Purpose

The Assistant Manager, Library and Research Services supports the delivery of high-quality library, research and information services that enable Members, committees and parliamentary staff access timely, reliable and relevant information. The role provides operational and technical leadership across service delivery, systems, resources and business processes, and continuous improvement, in conjunction with the Manager, Library and Research Services, ensuring services remain responsive, reliable and aligned with the evolving needs of Parliament.

Key Accountabilities/Duties

- Lead and coordinate the effective delivery of library, research and information services, in conjunction with the Manager, ensuring services are responsive, reliable and meet the needs of parliamentary clients.
- Drive the operation and continuous improvement of service workflows, systems, digital resources and business processes to enable consistent and high-quality service delivery.
- Provide leadership and specialist advice on library systems, digital resources and information services, supporting innovation and informed decision-making
- Monitor service performance, client needs and emerging trends to identify opportunities for improvement and respond to changing business needs.
- Foster productive relationships with clients, suppliers and stakeholders to support service outcomes and continuous improvement.
- Lead and contribute to business planning, reporting, strategic projects and organisational initiatives, ensuring service delivery considerations are reflected in planning and implementation.
- Support capability development, knowledge sharing and continuous improvement across Library and Research Services.
- Perform any other allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from an occupant at this classification level.

Key Challenges

- Maintaining impartiality, confidentiality and professional independence when working on sensitive or politically contested issues
- Balancing day-to-day service delivery requirements with longer-term improvement initiatives, competing priorities and changing client expectations.
- Delivering consistent and reliable services across a diverse range of functions, systems and resources within a dynamic parliamentary environment.
- Managing a diverse range of projects and workload with tight deadlines and competing commitments and priorities which require negotiating and re-prioritising own work and the schedule of colleagues.
- Delivering outcomes within a complex environment with multiple stakeholders.

Key Relationships

- Manager, Library and Research Services
- Director, Digital Transformation
- Members of Parliament and their staff.
- Parliamentary Committees
- Research and Library staff.
- Parliamentary staff.

Level of responsibility

The Assistant Manager has responsibility for:

- Operational leadership of library, research and information service delivery
- Oversight of library systems, digital resources, workflows and service processes.
- Monitoring service performance and driving service improvement activities.
- Providing technical leadership and acting as an escalation point for complex operational and systems issues.
- Managing vendor relationships and contracts within delegated authority
- Supporting business planning, reporting and capability development within the Service.

Essential requirements

- Appropriate tertiary qualifications in library and information management, information management, research, business or a related discipline, or equivalent experience.
- It is a condition of your employment that you must be an Australian citizen or permanent resident, a New Zealand citizen, or hold a current visa which allows you to work in Australia in a permanent full-time role.
- It is a condition of your employment that you are deemed to be of suitable character. This assessment will be subject to a satisfactory result from a Nationally Coordinated Criminal History Check.
- It is a condition of your employment that you are assessed as being fit for duty to perform the duties of your role. To determine your fitness for duty, you may be asked to provide a declaration of your health status, including disclosure of pre-existing medical conditions.

Desirable requirements

- Experience leading service improvement, business improvement or digital transformation initiatives.
- Experience managing library systems, digital resources, information platforms or similar business systems.
- Knowledge of parliamentary, government or public sector information services.

Selection Criteria	
Capability Name	Capability Indicators
Judgement, common sense and strategic thinking applied to identify and analyse problems/key issues, determine alternative approaches and assess their consequences, and provide advice and recommendations.	• Provides definitive advice and recommendations on specialised area; • Researches and analyses information regarding complex situations and presents logical arguments to address key issues; • Identifies, defines and develops recommendations to improve the delivery of complex activities and responds to emerging developments
Delivers quality results by managing self, time and resources and prioritise work to deliver outcomes on time. Accept responsibility and be accountable for quality of work to both internal and external clients.	• Establishes and reviews work and project plans to deliver outcomes; • Co-ordinates activities of team members and promotes a client focus; • Identifies strategies to build and maintain efficient work area and recommends appropriate resources for future activities; • Anticipates priorities and develops long term strategies for work area. • Supports and builds the workplace culture of 'high performance'
People and leadership skills evidenced by working co-operatively as part of a team or group. Manages others effectively, models leadership behaviours and leads by example to deliver positive business outcomes.	• Leads, motivates, mentors and gains co-operation of others in achieving work objectives and broader strategic outcomes; • Works collaboratively, encourages and recognises good behaviour in others and encourages learning and development for individuals; • Receives and delivers constructive feedback in a manner that gains acceptance and achieves resolution; • Actively manages people and their performance, including underperformance and upward management.
Communicates effectively with colleagues and external stakeholders adapting communication styles to suit different situations.	• Prepares complex written material and drafts of more complex material requiring only minor changes; • Clearly articulates complex and difficult technical issues to stakeholders; • Anticipates the expectations and concerns of other parties and develops persuasive arguments accordingly; • Represents department in area of expertise as well as liaises, negotiates and influences outcomes internally and externally on complex issues.
Builds & maintains productive working relationships with colleagues, clients and stakeholders (both internal and external) with a demonstrated capability to nurture relationships; facilitate	• Develops and maintains cross-department relationships that provide a strong network; • Develops and maintains rapport with internal and external stakeholders to identify shared goals and works toward mutually beneficial outcomes;

cooperation and partnership; value difference and diversity; and guide, mentor and develop people.	• Positively engages stakeholders to provide input and work together; • Promotes the importance of consultation with stakeholders and seeks feedback to gauge satisfaction
Change responsiveness evidenced by an individual's response and approach to change including their ability to positively adapt, manage and implement change.	• Embraces, contributes to and provides effective strategic and holistic leadership to change across all levels; • Leads change through influence and communication and supports others to participate in and adjust to change; • Operates effectively in an environment of change and maintains flexibility and manages own and others' expectations; • Assess the impact of change; identifies and implements solutions to support change agenda
Professional ethics Demonstrated capability to be ethical and professional.	• Consistently behaves in a manner that complies with our Code of Conduct, Core VALUES, and our policies and procedures. • Recognises impact of own behaviour on others and modifies behaviour accordingly. • Develop understanding of own capabilities and seek opportunities for personal and professional development. • Values people for their contribution.