



Careers

Senior Manager, Neighbourhood Services

Public Services

Posting Number:	23-84 P
Status:	Permanent, full time
Location:	Frances Morrison Central Library
Hours of Work:	36.25 per week
Salary Range:	Pay Band 9 \$106,157.28 - \$124,737.84 annual
Closing Date:	Position will be posted until filled. Review of candidate applications will commence on Oct 10, 2023.

Position Overview

The Senior Manager, Neighbourhood Services is an integral member of the management team who is directly responsible for the overall leadership and management of the Neighbourhood Libraries. This position works closely with the Managers, Branches to coach, mentor, and support professional learning across Neighbourhood Services.

The Senior Manager, Neighbourhood Services ensures strategic alignment in the hiring, training and evaluation of employees, the design and delivery of services provided at each library and in the community, the appearance and impression of the physical space, and all aspects of patron-employee experiences within each Branch. The Senior Manager, Neighbourhood Services is responsible for deescalating sensitive patron matters and, when required, employing creative solutions. This position is responsible for measuring the impact of services, suggesting improvements and implementing approved changes. The position ensures programs, services, policies, and practices are meeting the unique needs of each branch while maintaining alignment Saskatoon Public Library (SPL) as a whole.

As a member of the management team, the Senior Manager, Neighbourhood Services provides system-wide leadership, leading system teams and acting as a change agent who fosters innovation, bringing forward, implementing, and assessing new ideas and processes and supports employee success. The Senior Manager, Neighbourhood Services provides accurate and efficient communication to implement strategic priorities and does so in a consistent and coordinated manner. This role works collaboratively with the Executive Team, Management Team, employees, stakeholders and the public in the pursuit of success.

This position works to support the needs of our community in alignment with SPL's Community-Inspired Service Model and Strategic Plan.

The Senior Manager, Neighbourhood Services acts as an advisor to the Director, Public Services, and may be required to assume temporary

operational responsibility for Public Services areas in the absence of the Director, Public Services.

Key Duties

Leadership & Team Building

- Onboards, trains, coaches and supports managers in the neighbourhood libraries.
- Leads by example and demonstrates SPL values in all behaviours and interactions.
- Encourages and builds support for SPL's vision, mission, and strategic goals by communicating expectations and rationale, and monitoring outcomes. Identifies opportunities to highlight the connection between strategy and daily activities.
- Creates a team environment that fosters effective working relationships, creativity, and innovation.
- Proactively addresses engagement, cooperation, and productivity.
- Acts as a change agent to positively inspire others and to champion change.
- Supports the development of a culture focused on community-inspired customer service, accountability, change, continuous improvement, and learning.
- Builds and supports a motivated and cohesive team.
- Celebrates achievements as made by individuals and teams.
- Supports employee performance and skills development through performance evaluations, development plans, learning opportunities, and ongoing feedback.
- Resolves employee matters, in collaboration with Human Resources and colleagues (if applicable), based on a sound understanding of the Collective Agreement and best practices.
- Manage all aspects of employee development including recruitment, skills development, performance management, resolution of labour relations issues, and corrective action up to and including formal discipline and termination, supported by Human Resources.
- Collaborates with Marketing & Communications to promote SPL.

Strategic & Operations Management

- Receives confidential information and prepares confidential correspondence.
- Identifies and implements annual project priorities and budgets, within the scope of responsibility, in cooperation with the Director, Public Services.
- Participates on committees and cross-functional teams, acting as the lead as required.
- In collaboration with the Director, Public Services establishes goals and objectives for the Central Library, monitors progress, evaluates outcomes, and provides recommendations for improvement.
- Evaluates operations, performance, and achievements in each area of responsibility and makes recommendations to Senior Managers and the Executive Team regarding effectiveness and requirements. Implements corrective plans as required.
- Implements SPL policies and procedures and recommends new policies and policy changes to the Executive Team.

- Oversees workflow analysis and workflow redesign within the work unit, seeking clarification and advice when necessary, and mitigate impacts on other work units and employees.
- Identifies and resolves urgent safety and risk-management issues.

Service Excellence

- Provides innovative ideas to make service improvements.
- Facilitates public, stakeholder, and employee engagement relative to making service improvements.
- Collaborates with the Director, Public Services, to determine service standards and operational benchmarks.
- Directs and coaches employees on service standards.
- Monitors target achievements for the Neighbourhood Libraries and develops action plans to address variances.
- Manages and participates in the public feedback process, ensuring the timely follow-up and resolution of complaints.

Financial Management

- Develops and submits operating and capital budget recommendations and options for the Neighbourhood Libraries on an annual basis.
- Manages budgets, ensuring control of expenses, and developing and implementing action plans to address variances.

Relationships with Internal & External Partners

- Actively participates on management teams in support of operational and strategic goals.
- Serves as a management representative on joint labour/management committees.
- Develops and maintains relationships with external partners in consultation with the Director, Public Services to share best practices, and to represent SPL's interests.
- Enables SPL to be an early adopter of new ideas, programs and services by keeping current in the library field through continuing education, attendance at conferences and workshops, and participation in professional associations and networking events.
- Demonstrates understanding of working with people who face marginalization.

Other Accountabilities

Performs other relevant duties as assigned

Qualifications

- Master of Library Science or Masters of Library and Information Science Degree from an ALA-accredited program.
- Minimum of five years progressive professional experience in public library services, including a minimum of two years leadership and management experience.
- Demonstrated expertise in the stated accountabilities and competencies.
- Ability to travel independently to and between SPL activities and locations as needed.
- A current, acceptable Criminal Record Check is required.

Criminal Record Check: Yes

Vulnerable Sector Check: No

Educational / Credential Verification: Yes (For external candidates)