

Job Title	SENIOR LEADERSHIP SUPPORT MANAGER – Permanent Full-time
Pay Band	Non-Union Pay Grade 6 (to be rated in 6 months)
Location	Central
Schedule	35 HOURS PER WEEK (SOME TRAVEL REQUIRED, NORMALLY Monday to Friday 9-5 with some evening and weekend work for special events.) <i>During the COVID-19 Pandemic this posting mostly works remotely.</i>
Start Date	March 2021

JOB SUMMARY

The Hamilton Public Library is looking for a forward thinking and collaborative individual with experience advancing library services and organizational culture to fill a key role in our support of the Chief Librarian/CEO and the Senior Leadership Team (SLT). This position reports directly to the Chief Librarian/CEO and will work closely with the Chief Librarian/CEO and the Senior Leadership Team (SLT) to support the development of the monthly Library Board and Management Team agendas. The Support Manager will be tasked with assisting with the development of key reports and developing effective and timely communication updates from meetings. This position will support the Chief Librarian/CEO with in-person, print and electronic communications and with the organization of meetings. The individual will be a key member of the SLT building strong relationships with team members across the organization, and within the library community, in order to influence outcomes and maintain organizational momentum.

JOB DUTIES

- The position will support the development of the monthly Library Board, Management Team and other meeting agendas as assigned. This will include assisting with the development of key reports and developing effective and timely communication updates from meetings.
- This position will support the Chief Librarian/CEO with in-person, print and electronic communications including collaborating with other Library systems through the sharing of information.
- The Support Manager will assist the Chief Librarian/CEO with setting up meetings with key stakeholders.
- The individual will be a key member of the SLT building strong relationships with team members across the organization, and within the library community, in order to influence outcomes and maintain organizational momentum.
- Supports the development and implementation of HPL strategies including participating in Steering committees within the organization.

- Monitors and assists in the review of internal business practices such as quality, timeliness, service-orientation and other characteristics of current and planned Library programs, products and services.
- As assigned, collaborates with staff at all departments, working to enhance communication, information sharing and internal decision-making processes. Must be able to attend offsite meetings and visit interrelated sites.
- Uses a computer for various office suite applications (email, scheduling, word processing, spreadsheets, graphics, flow charting, etc.) and specialized software applications with emphasis on spreadsheet and presentation applications to compile and analyze data and prepare reports.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Performs other duties as assigned.

QUALIFICATIONS

Educational Requirements

- Master's Degree from an ALA-Accredited Library and Information Studies program or equivalent.

Experience

- Several years of progressively responsible experience in a library environment with an emphasis on a broad range of member services and system projects.
- Demonstrated leadership experience in a public library environment including communication and presentations.
- Demonstrated knowledge of relevant Standards, Acts and Regulations as they relate to researching and public library privacy.

Skills / Competencies

- Excellent team player with the ability to collaborate and work effectively in a complex decision-making environment with short timelines.
- Strong commitment to high professional and ethical standards. Able to build trust and maintain confidentiality when appropriate.
- Skilled in written and oral communication to understand written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will understand. This includes skill in preparing or reviewing written materials, including reports, routine correspondence and instructions, non-routine technical issues, one-time business justifications, etc.
- Strong leadership skills with a focus on both team building and achieving impact.
- Excellent facilitation skills with experience in consultation processes.
- Effectively managing multiple priorities at the same time and meeting deadlines.

- Knowledge of Library organizational structures, operations, key programs and projects, to identify programmatic/operational/financial factors and implications for strategic planning and other purposes. Knowledge of, and experience with, providing, improving, and evaluating a range of library services.
- Knowledge of current trends and professional issues in public library services.
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem.
- Skill in using a computer and modern office productivity software for communicating, planning, scheduling, preparing spreadsheets and analyzing data, word processing, presentations, etc., and in using specialized software (such as Enterprise Resource Planning {ERP} system modules, including financial applications) to collect and analyze financial and non-financial data, Internet browsers and information sharing technology.
- Commitment to principles of intellectual freedom, inclusiveness, service excellence and the Library's mission, values and goals.
- Knowledge and experience in Board operations and policy development. Experience working with Board is considered an asset.
- Knowledge of and experience working with and interpreting municipal practices and principles, library related acts and regulations and standard operating guidelines/procedures.
- Experience with policy and program analysis and implementation.
- Committed to an equitable workplace and service model that is welcoming to all and intentionally addresses system biases.
- Foresees and works collaboratively to solve problems where there is little or no precedent to guide the search for solutions.
- Demonstrated business sense such as ensures linkages to the short, and long term, direction/sustainability of the organization with a broad understanding of corporate inputs and impacts.
- Develops and maintains a network of effective strategic relationships with members, internal peers and colleagues in municipalities, provincial and federal organizations to gain support in order to achieve organizational goals.
- Fosters trust, cooperation and mutual agreement.
- Stays abreast of government, business, industry, and market information that may reveal opportunities for new products and progressive innovative approaches to service delivery.
- Ability to consider the productive capacity when initiating new ideas, encouraging conceptual thinking/thinking 'outside the box', and initiating innovative processes and systems.
- Leads by example, promotes a safe work environment with a culture of trust, mutual respect and cooperation.
- Consistently treats people with fairness and respect, is tactful and empathetic and follows through on commitments. Values and solicits ideas and opinions of staff and others; involves staff in decision-making.
- Available as a mentor and coach for colleagues.

Please be aware the selection process may involve any of interviews, test, and presentations or any combination thereof.

Applying

- The deadline for this application is 11:59pm Tuesday March 25, 2021
- Please visit www.hpl.ca and proceed to Jobs at HPL to apply through City of Hamilton recruiting site.
- Candidates proceeding to the formal interview process will also be required to submit a minimum of three (3) references as well as copies of proof of key qualifications (i.e. degrees, certifications, licences, driving abstract)
- Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.
- The successful candidate will have to provide original proof of a Criminal Record and Judicial Matters Check. It is understood that the various checks referred are for employment purposes only and you agree that you will not hold any party liable for the information given or received.
- By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from employment, or cause your dismissal. We thank all applicants who apply and advise that only those selected for an interview will be contacted.

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.