



## Manager, Information Centre

### Job Description and Selection Criteria

<b>ROLE:</b>	Manager, Information Centre
<b>MANAGER:</b>	Head of Campaigns
<b>DIRECT REPORTS:</b>	IC Support Officers – Casual and Permanent
<b>LOCATION:</b>	Sydney
<b>HOURS:</b>	Full time
<b>DATE:</b>	January 2012

#### **SUBMITTING AN APPLICATION**

To apply for this position, please address each of the essential and desirable criteria and return your application and your CV to [hr@planetark.org](mailto:hr@planetark.org) or PO Box R988, Royal Exchange, NSW, 1225 by 30<sup>th</sup> January. If you have any questions, please call Wayne Foster on 02 8484 7212.

#### **FUNCTION AND PURPOSE**

To manage all aspects of the Information Centre (IC) so that it provides high quality information to the public, stakeholders and internally, in support of Plant Ark's campaigns and programs.

#### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Directly supervise the work of the IC staff, both in the office and in home based locations, including: participating in recruitment processes; providing or overseeing staff induction, training and mentoring; managing problems, conflicts or concerns as they arise; overseeing adherence to Home Based Work policies and practices; building team work within the IC and between the IC and the Campaigns Teams; and developing and managing knowledge management/transfer systems.
2. Oversee, and participate, in the efficient and professional handling of enquiries to and from the public, councils, schools, recyclers, collection points, workplaces, industry bodies, and community and environment groups, including: allocating tasks to staff; monitoring workflows and results; and leading the development of standard 'scripts' and template e-mails; etc.

3. Work with the Campaign Managers to: set and monitor the IC deliverables for specific activities and campaigns; ensure IC staff maintain accurate database records; and work with the Database Manager to monitor, assess and report on these activities.
4. Assist in the scoping, development, implementation and monitoring of new workflow management and assessment database systems for the IC, and manage these systems into the future.
5. Act as the conduit between the IC Team and the various Campaign Teams to ensure the effective flow of information and support between the teams.
6. Lead the ongoing development of the IC in relation Planet Ark's strategic aims and objectives, as well as the development of new IC policies and procedures, and advocate on behalf of the IC.
7. Lead and/or participate in relevant meetings including the IC Meeting, General Staff meetings, supervision, external meetings and campaign team meetings, and identify and undertake professional development opportunities.
8. Ensure personal adherence to the Planet Ark HR Manual and oversee staff adherence to the relevant sections of the Manual.
9. Any other reasonable duties as directed by the Head of Campaigns or Campaign Managers.

## **WORKING RELATIONSHIPS**

<b>Internal Relationships</b>	<b>External Relationships</b>
CEO	The general public through phone, web and e-mail enquiries
Head of Campaigns	Schools
Campaign Teams (mainly National Tree Day, Recycling Programs, Media & PR)	Environment and Community Groups
Database Manager	Councils
IT Manager	Tree Day and Recycling Program site / event coordinators
IC Support Officers – Casual and Permanent	Sponsors / Partners / Stakeholders
	Service Providers

## **Selection Criteria**

- Strong line management skills with experience in: managing day-to-day tasks like rostering; managing a diverse team; identifying and addressing issues like conflict; building a sense of team work; inducting, training and mentoring staff; and motivating a team to achieve targets.
- Experience in managing, monitoring, assessing and reporting on the day-to-day work of a team in an Information/Call Centre to achieve maximum efficiency in responding to incoming enquiries and coordinating outgoing communications, and to establish new workflow systems.
- A demonstrated ability to understand new information and to be able to synthesise that information for others to understand, and an ability to respond to enquiries quickly and creatively.
- Strong time management skills with proven ability to: manage several projects at once; prioritise and delegate tasks; and work under pressure to meet tight timeframes.
- Computer literate with particular experience in using complex databases, as well as generic computer packages such as Microsoft Office, and familiarity with the internet and social networking platforms.
- Excellent written and verbal communication skills.
- Demonstrated ability to lead the strategic development of a team, within an organisational plan.