



Title:

Research Services Manager.

Reports to:

Executive Manager, Museum & Heritage Services.

Direct Reports:

Deputy Librarian

Job Goal:

This role is responsible for delivering the various facets of the MCC's research services, based primarily around the MCC Library and its associated MCC staff and volunteers. Deliverables include, but are not limited to, operating the MCC Library as a reference and research center that supports MCC business needs, the provision of historical research, delivering publication services and other projects, and the operation of the MCC Library in MCG event mode.

Accountabilities/ Responsibilities:

Policy and Planning

- Build and continually revise/prioritise a rolling research plan.
- Prepare annual operational plans and work programs for the MCC Library volunteers.
- Contribute to thinking around the MCC Library's role and direction.
- Contribute to the preparation of relevant annual business plans and budgets.
- Ensure the security of the MCC Library and adherence to OHS standards.
- Contribute to the development of relevant policies and procedures.

Organising and Operating

- Manage and develop staff and volunteers so that they achieve their job goals and so that the wider team consistently delivers on business objectives.
- Oversee the delivery of MCC Library reference & research services to internal and external clients, via an enquiry tracking system and in an appropriately prioritised sequence.
- Ensure that the MCC Library and its volunteers prioritise the provision of reference and research services to the MCC.
- Oversee the operation of the MCC Library, including during MCG event mode (some evenings and weekend days).
- Work with the Executive Manager, Museum & Heritage Services and the Collections Manager on strategies to increase engagement with, and utilisation of, the MCC Library, its collection and the other four heritage collections managed by the MCC.
- Oversee the development of relevant MCC publications, as required.
- Ensure that library items are correctly stored and appropriately accessed.
- Ensure that the MCC Library and associated working spaces are clean and tidy.



- Work collaboratively with colleagues in the Collections team when research activities require access to the stored heritage collections.
- Oversee the development of the MCC's Oral History project and Publication Support Program, and other projects as required.
- Undertake other tasks, supporting the operations of the museums, MCC Library and MCG Tour on an 'as needs' basis, as required.
- Undertake other duties as directed.

Monitoring and Control

- Supervise direct report, casual staff and MCC Library volunteers.
- Draw up, and participate in, a roster that includes occasional evening and weekend work, to ensure supervision of the MCC Library and its reference desk.
- Assist with the identification of risks that might impact on the operation of the MCC Library.
- Contribute to reports on research enquiries / library usage and other KPIs.
- Demonstrate awareness of the heritage of the MCC and MCG.
- Demonstrate commitment to MCC values.
- Consistently demonstrate strong customer service habits in all customer interactions.
- Comply with the MCC OH&S policies and procedures and take reasonable care for the safety of yourself and others, including patrons, staff, contractors and anyone who may be affected by your actions.

Personal Interaction

- Liaise with MCC staff, volunteers, contractors and external stakeholders.
- Work effectively in a team environment, including volunteers and casual staff.
- Liaise with external bodies and assist MCC Library clients.
- Represent the MCC at appropriate events and conferences for the library, sporting and sports heritage sectors.

Experience / Skills / Qualifications:

Qualifications and Experience

- Tertiary qualification in library studies, history or other relevant studies.
- Several years' experience working in a historical research role.
- Experience managing staff and volunteers, delivering high quality projects on time and within budget.
- Experience in the preparation, development and promotion of publications.

Skills and Abilities

- A strong and proven interest in sports history and an understanding of the role sport has played in Australian society.
- The ability to assist with the development and delivery of a future vision for the MCC Library and its research role.
- High level communication, interpersonal and negotiating skills.
- Strong computer skills, including use of collection management databases.



POSITION DESCRIPTION

Research Services Manager

Club Services, Sport & Heritage

July, 2026



- High level attention to detail and task completion.

Further Notes:

The MCC is committed to providing a safe environment for everyone including children & young people and ensuring our staff understand their responsibility in relation to child safety. All staff are required to undertake mandatory child safety training. The MCC conducts reference checks including child safety and other pre-employment checks as appropriate for the role e.g., Working with Children & Police Checks

It is a mandatory requirement to hold a current/valid Victorian Working with Children card to work at the MCC.