



POSITION DESCRIPTION

Job Title	Team Leader Libraries
Department	Corporate and Community Services
Location	Corowa
Classification/Grade/Band	Grade 18 to 19
Position Code	040
Reports to	Manager Community and Economic Development
No. Direct Reports	4
Estimated No. Indirect Reports	0
Status	Part Time
Date of Approval	January 2020

PRIMARY PURPOSE OF THE POSITION

Reporting to the Manager Community and Economic Development, the Team Leader Libraries is responsible for providing leadership to the Library team to manage Council's Library services to ensure quality customer service is delivered to both external and internal customers.

The Team Leader Library is responsible for delivering services as per the Areas of Responsibility, Functions and Measures below:

Area of Responsibility	Function	Measures
Library Services	<ul style="list-style-type: none">• Oversee the operations of all the Library services and monitor effectiveness• Prepare reports, monitor and review progress of Federation Council's Library Service Agreement• Develop and implement support programs• Implement improvements to Council's Library Services• Coordinate Friends of the Library and Library Volunteers	<p>Feedback from customers/ budget monitoring.</p> <p>Reporting completed by agreed dates.</p> <p>Feedback from customers/ attendance statistics.</p> <p>Feedback from the group and the volunteers are kept at a level to make the service sustainable</p>

Area of Responsibility	Function	Measures
Customer Service	<ul style="list-style-type: none"> • Provide exceptional face to face and phone customer service • Ensure Council's Customer Service component at the 2 locations (Howlong & Mulwala) are of a high standard. 	<p>Feedback from internal and external customers.</p> <p>Respond to customers within Council's Customer Service Charter guidelines.</p> <p>Liaise and meet with Manager IT and Customer Service on a regular basis and keep up to date on high volume customer traffic and inquiries</p>

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

OPERATIONAL AND TECHNICAL RESPONSIBILITIES

Management of Library Services

- Oversee the operation of all Federation Council Library services and monitor effectiveness;
- Operate efficiently and effectively promote the library services to the community, utilizing local resources, regional support services and the wider regional network;
- Oversee innovative promotional activities for the Library Services;
- Report on current Library management trends and make recommendations where appropriate.
- Prepare and monitor the Library Team Plan;
- Consult with library staff on the progression towards achievement of Team Plan;
- Review the availability of resources and determine the most appropriate for the community;
- Review the relevance of current resources and determine appropriate action;
- Purchase material for all of Council's library collections;
- Catalogue and classify resources and allocate to the appropriate library section;
- Provide research and information retrieval services;
- Identify and pursue available grant funding and develop relevant submissions;
- Interpret the information requirements of customers;
- Facilitate and maintain ancillary support programs;
- Develop and maintain the Council and individual Library Branch Profiles in line with the requirements of the Riverina Regional Library;
- Develop and maintain the Council's procurement process in line with the requirements of the Riverina Regional Library; including the development maintenance of Standing Order lists, fund allocations and collections and community analysis;
- Monitor, maintain and report on the progress of the Federation Council – Riverina Regional Library Service Level Agreement;
- Have input into the development of the Councils Operational Plan and Delivery Program;
- Develop community information documents as required that present a positive image of Council;
- Prepare media releases for approval on Library activities;

- Coordination of the Friends of the Library and Library volunteers; and
- Will need to be available to work Saturday mornings on occasions as a back up when other staff are unavailable.

Administration and General Duties

- Provide service to all library clients including reference retrieval, reader advice and general community information;
- Oversee the development of the Library's computer system;
- Prepare statistics and reports for the State Library of NSW and Riverina Regional Library;
- Draft relevant correspondence; and
- Coordinate Local Government Week activities and promotions and report to Manager Community & Economic Development.

Financial Activities

- Monitor and report on the financial activities of the Team to Manager Corporate Services, including financial performance;
- Ensure expenditure is within delegations and budgetary limitations of Team and all transactions follow transparent processes and Provide input to budget development for Team expenditure; and
- Efficiently co-ordinate the administration required for the unit including report writing, purchasing, and advice to community groups and staff where appropriate.

PEOPLE MANAGEMENT

- Form positive, collaborative and customer-focused relationships with internal and external stakeholders;
- Lead an effective and efficient team in the delivery of services to agreed levels and standards;
- Plan and oversee all activities of the team to ensure service standards, objectives and priorities are met;
- Prepare team work plans and allocate duties to achieve priorities;
- Co-ordinate the consultation processes leading to the approval of strategy and development plans;
- Negotiate service delivery agreements with other key areas of the organisation;
- Formally communicate decisions and all other relevant information to staff being available for comments and questions;
- Ensure staff receive feedback regarding their performance including annual performance review and development review;
- Manage any grievance, disciplinary matter or issue raised by team as per Council policy in consultation with the HR Team and your Manager;
- Ensure timely and accurate recording of any accident, injury or incident which may occur and complete all paperwork and report such incidents as required;
- Where required review and sign all timesheets and ensure their accuracy for staff under your supervision;
- Provide training and development opportunities for staff within budget;
- Facilitate Team meetings;
- Coordinate and participate in relief duties of other team members as required; and
- Contribute to the development of a cooperative and collegiate approach to teamwork.

GOVERNANCE

- Comply with Local Government Act 1993 and other relevant legislation;
- Ensure that all information is dealt with in accordance with the Privacy Act;
- Ensure that Federation Council Services are delivered in accordance with State Government Legislation and State Library NSW Policies;

- Participate and attend meetings as required;
- Work toward continuous improvement for self, workplace and environment to achieve high standard best practice outcomes;
- Perform other tasks and duties as directed by the Supervisor which are within the limits of the employee's skill, competence and training;
- Ensure self and Team observe appropriate Federation Council Policies and Procedures regarding day to day operations including Equal Opportunity, Dress Code, Code of Conduct and ICAC legislation;
- Promote and deliver Council's Vision, Purpose and Values in your daily work environment;
- Undertake, attend and successfully complete all training requirements that have been identified by the organisation; and
- Maintain appropriate qualifications and accreditations associated with the position, including any required training identified by Council.

WORK, HEALTH AND SAFETY

- Present for work in a fit state (not under the influence of drugs or alcohol).;
- Not undertake any task / activity for which you have not been trained, inducted or deemed competent to do;
- Report all hazards, near misses, injuries, incidents to their immediate supervisor immediately;
- Not through act or omission create an unsafe workplace or environment;
- Ensure adherence to developed SWMS/RA, SOP's and Procedures;
- Assist in the development of specific SWMS/RA where identified and required;
- Follow all necessary instruction, training, information and supervision to enable works to be undertaken safely;
- Advise immediate/relevant supervisor of any hazard or risk outside area of control or delegation.
- Assist in the investigation of all injuries and incidents;
- Ensure the safe and correct use/application of plant, equipment and PPEC;
- Commitment to Council's Injury Management Procedure;
- Maintain good site housekeeping at work location;
- Contribute to continual improvement of workplace risk control processes; and
- Ensure self and team observe requirements of the WHS Legislation, relevant to the job and adhere to Federation Council Policies and Procedures regarding WHS.





KEY RELATIONSHIPS

Who	Why
Internal	
Manager Community & Economic Development	The Team Leader Libraries is responsive to the Manager Community & Economic Development requests, has an effective working relationship with the Manager providing timely and reliable advice with complete and accurate reporting.
Library team members	The Team Leader Libraries enjoys positive, collaborative and professional relationships with fellow members of the Library Team.
Internal Stakeholders	The Team Leader Libraries enjoys positive, collaborative and professional relationships with the General Manager, Directors, Managers and other staff.
External	
Government Bodies/ Agencies	The Team Leader Libraries has cordial and effective dealings with those bodies and or agencies necessary for the work of Council.
External Stakeholders	The Team Leader Libraries enjoys positive, collaborative and professional relationships with Council, staff of other Councils within the region and relevant regional and community organisations and networks.

CAPABILITIES FOR THE ROLE

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviors, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <http://capability.lgnsw.org.au/>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Advanced
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Intermediate

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> Models ethical behaviour and reinforces it in others Represents the organisation in an honest, ethical and professional way and sets an example for others to follow Promotes integrity, courage and professionalism inside and outside the organisation Monitors ethical practices, standards and systems and reinforces their use Proactively addresses ethical and people issues before they magnify
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> Demonstrates a sound understanding of the interests and needs of customers and the community Takes responsibility for delivering quality customer-focused services Listens to customer and community needs and ensures responsiveness Builds relationships with customers and identifies improvements to the service Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Create and Innovate	Adept	<ul style="list-style-type: none"> Produces new ideas, approaches or insights Analyses successes and failures in the organisation from insights to inform improvement Identifies ways in which industry developments and trends impact on own business area Shows curiosity in the future of community and region and thinks creatively about opportunities for the organisation Identifies, shares and encourages suggestions for organisational improvement Experiments to develop innovative solutions

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Resources Finance	Adept	<ul style="list-style-type: none">• Uses basic financial terminology appropriately• Considers the impact of funding allocations on business models, projects and budgets• Manages project finances effectively, including budget, timely receipting, billing, collection and variance recognition• Prepares and evaluates business cases with due regard for long term financial sustainability• Applies high standards of financial probity with public monies and other resources• Identifies, monitors and mitigates financial risks

PHYSICAL AND MENTAL REQUIREMENTS/ABILITIES

This position requires the incumbent to:

- Climb steps, stairs or ladders;
- Squat, kneel and crawl;
- Walk on uneven ground;
- Be able to lift and carry in a frequent capacity;
- Drive vehicles;
- Stand for long periods of time;
- Sit in an office chair for extended periods;
- Typing/data entry – repetitive.

Please Note: This position requires the incumbent to maintain a minimum level of fitness to be capable of carrying out the physical task requirements of this job description. At all times you must be "Fit for Work" in accordance with Council's Policy.

KEY ESSENTIAL AND DESIRABLE CRITERIA

ESSENTIAL

Qualifications and Experience

- Diploma in relevant field and/or relevant experience in the field of Library and Information Systems;
- Current NSW Working with Children's Check;
- Current National Police Check;
- Understanding of NSW local, state and federal government roles and responsibilities;
- A current and valid class "C" driver's licence.

Specialist Knowledge and Skill

- Advanced research, catalogue and classification skills.
- Advanced user of a range of software packages such as MS Excel, MS PowerPoint, MS Access, MS Word, Email systems, Internet searching and Records Management systems such as TRIM.
- Excellent and practical knowledge of OHS requirements including the ability to proactively manage risk and OH&S requirements within area or responsibility.

Authority and Accountability

Proven ability to:

- Provide input to the development of policies and procedures;
- Prepare work plans and set priorities for team in order to achieve set objectives in the most efficient way possible;
- Identify and implement continuous improvement strategies in order to achieve best practice outcomes.

Judgement and Problem Solving

- Ability to work independently and has a proven history of applying analytical skills in order to solve problems, improve methods and productivity.

Interpersonal Skills

- Highly developed verbal and written communication skills, including negotiation and conflict resolution.

Management Skills

Proven ability to:

- Lead, motivate and manage a team in order to achieve goals and objectives;
- Deliver projects, programs and services in accordance with agreed standards, timeframe and budget.

DESIRABLE

- Post graduate studies in a relevant field.
- Local Government experience.
- Understanding of Awards and relevant legislation and their applications in the local government context.

SELECTION CRITERIA FOR APPLICATION

(SELECTION CRITERIA FOR POSITION)

PLEASE NOTE: APPLICANTS MUST ADDRESS THESE POINTS AS PART OF THE APPLICATION. IF THEY ARE NOT ADDRESSED THE APPLICATION WILL BE NOT BE CONSIDERED.

1. Diploma in relevant field and/or relevant experience in the field of Library and Information Systems;
2. NSW current Working with Children's Check, National Police Check and Class "c" drivers Licence;
3. Well-developed written and oral communication skills;
4. Demonstrated advanced research, catalogue and classification skills;
5. Demonstrated experience in identifying and implementing quality improvement initiatives;
6. Demonstrated commitment to customer service, continuous learning, EEO, Workplace Health and Safety and ethical principles;
7. Proven ability to lead, motivate and manage a team in order to achieve goals and objectives;
8. Proven ability to deliver projects, programs and services in accordance with agreed standards, timeframe and budget;
9. Demonstrated experience and skills in conflict resolution with internal and external customers;
10. Proven experience in working collaboratively to deliver on organisational objectives.
11. Demonstrated ability to meet the capability requirements of this position as defined in the capability statement.