

## Position Description:

# Team Leader Library Operations

### PRIMARY ROLE STATEMENT

Our purpose is to provide valuable services that strengthen and support the Cumberland Community.

Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

The Team Leader Library Operations is a member of the Senior Library Team and provides leadership and direction and effectively leads the Library's Operations team. The Team Leader Library Operations is responsible for the provision of the relevant services and activities over all Cumberland Library locations and service points to provide a consistent service.

### KEY DUTIES AND RESPONSIBILITIES

#### ***Management and Leadership***

- Lead a dynamic team of professional Library staff by developing and maintaining co-operative and effective working processes, identifying training needs and ensuring high levels of performance in a busy, customer focused Library environment
- Lead communications in the form of regular one on one and team meetings for the Operations team
- Lead and coach the Library Operations team in order to create an environment that encourages best possible performance, provides constructive feedback and draws out the potential in others
- Contribute to procedure and policy development and strategic planning for the Library
- Participate and lead staff in the service point roster system to ensure continuity of service to Library customers
- Represent the Library at professional forums and meetings as appropriate.
- Be an active member of the Senior Library Team, which is responsible for policy decision making and problem solving
- Adhere to adopted policy and procedures to ensure consistency of service
- Identify opportunities for grant applications and subsidies
- Evaluate workload and workflow requirements on an ongoing basis, as to their efficiency and cost effectiveness, and make necessary changes to improve them
- Project and promote the image of Council as both courteous and efficient.

#### ***Technical Expertise in Operations***

- Meet the customer service needs of the local community through the effective and efficient management and development of operations and procedures in the Library Operations team
- Lead the development and implementation of projects and activities in the Library Operations area to ensure that customers have access to a modern, relevant and quality Library service
- Maintain an awareness of changing trends and innovations in public library Operations/Service provision and provide recommendations as appropriate
- Ensure effective communications to staff of any changes in the collections, operations and procedures managed by the Operations team
- Lead the supervision of all staff and activities in the Operations area including service points at all locations
- Supervise and oversee a structured training program for all staff, to ensure that they are familiar with current requirements

- Liaise on a regular basis with all customer service staff to resolve problems and foster a team approach
- Oversee the maintenance and refurbishment of branch facilities. Ensure that appropriate service personnel are notified immediately of any repairs or maintenance that may be required. Monitor these requests to ensure they are acted upon in an appropriate time period
- Liaise with the Library Admin Officers about the Library roster. In conjunction with the Senior Library Team, monitor staff leave requests and absences to ensure that service levels at all sites are maintained
- Coordinate any paid work experience program, Duke of Edinburgh, volunteers and other unpaid work experience students
- Oversee the inter-branch courier run and ensure that all safe work processes are followed.

### ***Library Operations***

- Participate in recruitment activities for the Library service
- Write Council and other reports as required
- Compose correspondence as required
- Contribute to grant applications as required
- Maintain statistical data required for Council's Integrated Planning Framework and the Library Strategy
- Conduct performance appraisals, assess competencies and identify the training needs of staff
- Control all expenditure related to the Library Operations area
- Provide input into the development of Library budgets and ongoing monitoring of expenditure throughout the year
- Attend Library staff meetings, represent Cumberland Council Library Service as required at meetings and other relevant organisations, working groups and committees and other Library-specific meetings as required.

### ***Child Safe Organisation***

- This position is designated as child related. Applicants will need to provide suitable identification and personal details and a valid Working with Children Check Clearance Number must be submitted with your application. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.

### ***Fraud and Corruption Prevention***

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to Council's Internal Ombudsman in the first instance, who will notify the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

### ***Work Health & Safety***

In accordance with Council's WHS policy 2018, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have agreed to work to this policy.

- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of



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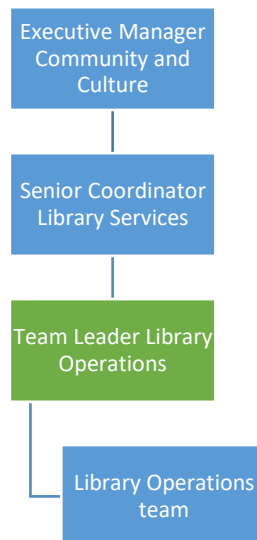
control, to support all under their immediate control and hold them accountable for their specific responsibilities.

### Customer Service

Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.

To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

### ORGANISATION STRUCTURE



### ABILITIES, QUALIFICATIONS, EXPERIENCE

#### *Essential*

- Degree in Library and Information Science or equivalent experience
- Eligible for Associate Membership of ALIA
- High level of interpersonal and customer service skills
- Extensive supervisory experience
- Demonstrated high level analytical, investigative and problem solving skills
- Demonstrated high level of written and verbal communication skills
- Demonstrated ability to work autonomously whilst managing competing priorities and deadlines
- Demonstrated ability to delegate tasks effectively
- Well developed and demonstrated ability to influence and persuade a wide range of internal and external stakeholders
- Demonstrated commitment to the provision of high quality customer service in a Library environment
- A demonstrated understanding of current issues and trends in the Library profession



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- Demonstrated ability to prepare and write reports and grant submissions
- Experience in reviewing, developing and documenting workplace policies and procedures
- Experience in developing staff rosters and assessing staffing levels/requirements
- Current Working with Children Check.

#### ***Desirable***

- Previous experience in leading a Library customer service or front desk service team in a Local Government environment
- Experience in budgetary processes
- Possession of conflict resolution and negotiation skills
- Experience managing teams across several sites
- Current Class C Driver's Licence.

#### ***Employment Screening Required***

- ☐ Qualifications verification
- ☐ Licence Check if driving Council vehicles
- ☐ Working With Children's Check

<b>Position and Est. number</b>	ES0603
<b>Classification</b>	Grade 12
<b>Job Function Group</b>	Leadership / Supervision
<b>Reports to:</b>	Senior Coordinator Library Services
<b>Staff Reporting Responsibilities:</b>	Senior Library officers, Library team members, casuals, Volunteers
<b>Budget Responsibility:</b>	Operational and book vote

Date:

Agreed:

\_\_\_\_\_  
[Insert Employee Name]

\_\_\_\_\_  
Employee signature



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