

Position Description

Team Leader – Ryde Library

POSITION DETAILS

Position Title:	Team Leader – Ryde Library	Position Grade:	9
Department/Directorate:	Library Services / Customer & Community Services	Position Status / Hours per Week:	FT
Workplace Location	Currently based at Ryde Library but required to also work at all locations including weekends and evening shifts.		

PRIMARY PURPOSE OF THE POSITION

- Provide a high quality level of service delivery through the development, application and maintenance of customer service, procedures, rosters and all aspects of day to day library branch management.
- Ensure a high standard of appearance, maintenance and safety of the facility
- Lead library staff by providing team development, coaching, mentoring and facilitating skill development.
- Liaise with Team Leaders and staff from other library sections to ensure consistency of service quality and assist the development of library-wide innovations.
- Ensure day to day operation of all branch technologies including troubleshooting, reporting and the development of appropriate skills for all staff.
- Assist with the development and delivery of a dynamic program of branch events in liaison with internal and external stakeholders.
- Oversee branch collection maintenance including assessing relevance to community's needs.
- Provide professional and responsive customer and information services including readers advisory, promotion of library service and programs and the development and maintenance of community relationships.
- Provide frontline customer services
- Provide assistance with the use and maintenance of software and equipment
- Provide leadership to customer service shifts when assigned as an Officer-in-Charge at any branch
- Contribute to and support the achievement of library goals as identified in City of Ryde's strategic and planning documents

SELECTION CRITERIA

Education / Qualifications

- Completion or near completion of a degree or post graduate diploma recognised by the Australian Library and Information Association (ALIA) or a discipline relatable to the duties of the position.
- Current Working With Children Check

Experience/Specific skills

- Demonstrated experience in the development and leadership of teams, including the supervision and performance management of staff.
- Broad range of experience in the delivery of library services including collection maintenance, rosters, branch budgets and maintenance systems
- High level customer service experience, including skills in negotiation and problem solving
- Ability to deliver programs in participation with internal and external stakeholders
- Experience in process improvement and leading/implementing change.
- High level customer service skills and experience

- Excellent written and spoken English communication skills
- Demonstrated computer skills, an enthusiasm for information technology and troubleshooting ability
- Knowledge of and commitment to WHS and EEO practices and principles

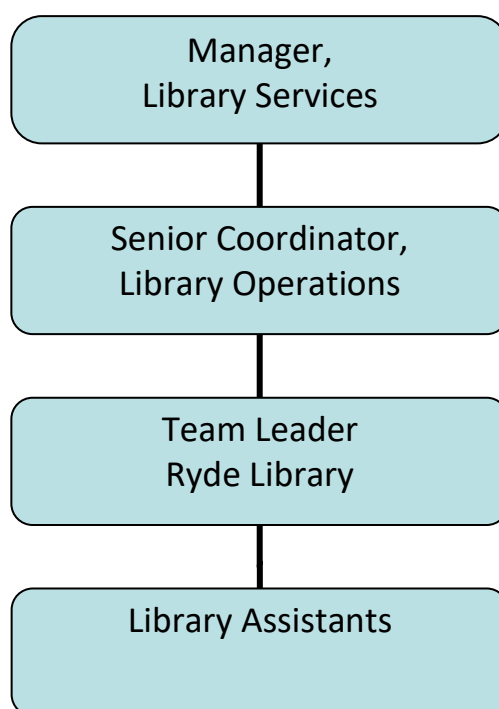
Personal Attributes

- Enthusiasm for working with the public in the delivery of high level customer service
- Excellent interpersonal skills
- Enthusiasm for library innovation and to play a role in the implementation of change
- Ability to lead a team across a range of shifts

Desirable Qualifications, Experience and/or Skills

- Public library experience
- Current NSW Driver's licence
- Bilingual language skills

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Customer and Community Services section of the organisation.

The position contributes to:

- Public library service development and management
- Public library operations service
- Public library programs service
- Public library resources service
- Community information service
- Community buildings Library development and management

CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
2	To provide timely support and expert / technical advice to the organisation
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all OH&S policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
10	To achieve best value for money
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
18	To actively work toward delivering City of Ryde's Leadership Model.
19	To manage people to realise their individual and team potential
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
23	To build and strengthen strategic partnerships with key stakeholders
24	To recognise and reward results
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
27	To initiate relevant training in accordance with organisational, service and staff requirements
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements
29	To keep abreast of and apply industry wide trends, better practice and innovation
30	To use, store and manage digital and hard copy information in accordance with Council's policy and procedures

MANUAL HANDLING REQUIRED IN THE POSITION

You are required to undertake the following physical work tasks while following appropriate procedures in relation to safe manual handling techniques:

- Shelving and tidying of library items
- Lifting / carrying items when performing library duties
- Lifting / moving files, storage boxes, etc
- Pushing trolleys to move library items, boxes, etc.
- Straightening up chairs, tables and other furniture in preparation for library opening / closing,
- Moving equipment and furniture (sometimes including shelving) for program / activity set-up, pack-up and storage
- Sitting and working at a staff workstation / table or public service desk

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

DELEGATIONS

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. A copy of the current delegations from the General Manager is to be reviewed and signed by the employee on commencement.

DESIGNATED POSITION

Please note that this position has been identified as a designated position in accordance with section 441 of the Local Government Act. As a result, in accordance with Section 449, a completed Disclosure of Interest Return form must be submitted within three months of appointment. Annual Disclosure of Interest Returns are also required to be completed by 30 September each year.

Employee's Name	
Employee's Signature:	
Date:	