

POSITION DETAILS

Position Title:	Team Leader – Ryde Library	Position Grade:	9
Department/Directorate:	Library Services / Customer & Community Services	Position Status / Hours per Week:	Full- time / 35 hours per week
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

- Support the Library Management Team by providing leadership and guidance with relation to people management processes including recruitment, staff development and performance improvement.
- Lead and supervise the lending services function of the library and coordinate the rostering of staff within teams and/or in other teams as required.
- Establish, foster and maintain positive working relationships with internal and external customers.
- Provide a high quality level of service delivery through the development, application and maintenance of customer service procedures, staff management and management of the facility.
- Ensure a high standard of appearance, maintenance and safety of the facility.
- Liaise with Team Leaders and staff from other library teams to ensure consistency of service quality and assist the development of library-wide innovations.
- Ensure effective day to day operation of information technologies including troubleshooting, reporting and the development of appropriate skills for all staff.
- Oversee branch collection maintenance including assessing relevance to community's needs.
- Provide professional and responsive customer and information services including promotion of library service and programs and the development and maintenance of community relationships.
- Provide frontline customer services.
- Provide leadership to customer service shifts when assigned as an Officer-in-Charge at any branch.
- Contribute to the senior library management team to improve service delivery by maintaining an awareness of current trends in public libraries and contributing to the strategic direction of the library service.
- Contribute to and support the achievement of library goals as identified in City of Ryde's strategic and planning documents
- Other duties as directed consistent with skills, training, ability, experience of the incumbent.

SELECTION CRITERIA

Education / Qualifications

- Degree in Library and Information Science or equivalent as recognised by the Australian Library and Information Association (ALIA) and/or a degree level qualification in a related area with significant public library experience.
- Current Working With Children Check.

- Current NSW Driver's licence.

Experience/Specific skills

- Demonstrated experience in the development and leadership of high performing teams, including the supervision and performance management of staff.
- Broad range of experience in the delivery of library services including staff rosters, budgets and facilities maintenance.
- Delivery of a high level public library and information service in a cross cultural customer service environment.
- Ability to deliver programs in participation with internal and external stakeholders.
- Demonstrated computer skills and enthusiasm for information technology and digital literacy programs.
- Experience in process improvement and leading/implementing change.
- Proven high level communication and interpersonal skills including report writing, procedure development, problem solving, negotiation and effective complaints handling skills and experience.
- Understanding of current trends in the library industry.
- Knowledge of and commitment to WHS and EEO practices and principles.

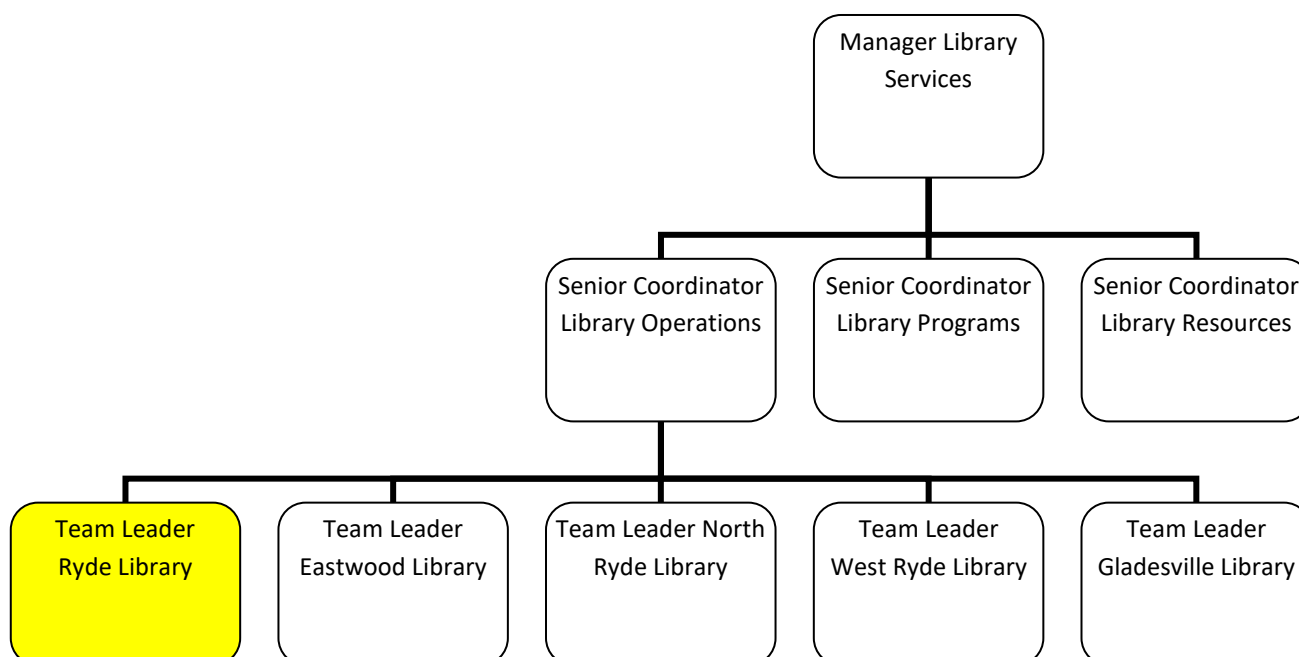
Personal Attributes

- 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 work in a team environment with a community focus.
- COVID 19 vaccinated

Desirable Qualifications, Experience and/or Skills

- Experience with customer service delivery in a multicultural environment.
- 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

CORPORATE ACCOUNTABILITIES	
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:	