

POSITION DESCRIPTION

TEAM LEADER LIBRARY PROGRAMS

POSITION NUMBER	LIB047
DIRECTORATE	Community and Culture
SECTION	Library Services
REPORTS TO	Coordinator Library Programs
DIRECT REPORTS	3
GRADE	12
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2020
DATE PREPARED	November 2015
DATE LAST UPDATED	September 2021

1. PURPOSE OF THE POSITION

Ensure the efficient and effective operation of Georges River libraries through the provision of quality library programs and services that meets the strategic objectives of the Library Service.

To promote the value of the library service and build relationships with key Library and Council stakeholders. The position includes the delivery of programs, loans desk tasks and roving duties at all Georges River Libraries as required.

2. KEY ACCOUNTABILITIES

- 2.1 To develop, coordinate and deliver a broad range of library programs and events that promote the services and resources of the Georges River Libraries.
- 2.2 To promote, monitor, evaluate and report on Library programs, events and promotion campaigns.
- 2.3 In cooperation with relevant staff, develop, coordinate and implement strategies that improve access to Library services, resources and programs, including active participation in the library's Outreach Program.
- 2.4 To participate, as a member of the Library team, in the delivery of a customer focused service to the community.
- 2.5 Collaborate with the key stakeholders to develop an annual program of public programs, campaigns and events that promote the services, resources and programs provided by the Library.

3. KEY MANAGERIAL ACCOUNTABILITIES

Leadership

- 3.1 'Lead by example'.

- 3.2 Input to and implement Council/Line Manager decisions at a strategic and operational level.
- 3.3 Create, embrace and lead change. Manage resistance to change.
- 3.4 Treat others with respect and compassion.

People Management

- 3.5 Lead, inspire, motivate, coach and mentor for optimal individual and team performance to achieve the overall strategic direction.
- 3.6 Objectively evaluate staff, provide feedback and communicate expectations.
- 3.7 Plan for the future, set team goals, identify priorities and follow through.
- 3.8 Deal with non-performance and inappropriate behaviour in a timely manner.

Communication

- 3.9 Communicate to all in a clear and concise manner both written and verbal.
- 3.10 Promote cross organisational communication and collaboration.
- 3.11 Foster good working relationships with external and internal stakeholders.
- 3.12 Communicate with staff on a regular basis and gain their input where appropriate.

WHS / Risk Management

- 3.13 Understand the principles of Risk Management, including their application to resource conservation and incident/claim reduction.
- 3.14 Provide a safe and healthy work environment, in accordance with the NSW legislation, regulations and related Codes of Practice and Australian Standards.
- 3.15 In consultation with employees, develop and continually monitor the work area's Risk Control Plan and all associated Safe Work Method Statements and risk assessments.
- 3.16 Monitor and evaluate the performance of Team Leaders / Supervisors against their risk management responsibilities.
- 3.17 Promote Risk Management as a vital business principle and actively employ those principles in decision making processes.

Governance

- 3.18 Manage operations and resources for cost effective achievement of team goals.
- 3.19 Prepare, manage and take accountability for financial budgets within the program.
- 3.20 Identify and implement customer service initiatives.
- 3.21 Effectively manage systems to optimise the use of resources.
- 3.22 Ensure knowledge of industry trends and innovations for best practice delivery of service.
- 3.23 Have awareness and understanding of the socio-cultural, historical, political and economic context within which the Council operates.
- 3.24 Understand and comply with Local Government Act 1993 and other relevant legislation.
- 3.25 Support the strategic and corporate priorities of the General Manager and Executive.
- 3.26 Maintain all relevant policies, procedures, practices and staff communications with relevant Federal and State Legislation and implement as necessary to ensure Council's compliance.
- 3.27 Other duties as required.

4. WORKPLACE HEALTH AND SAFETY

'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety.



5. MODEL CODE OF CONDUCT

Council's Model Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.

6. EQUAL EMPLOYMENT OPPORTUNITY

Georges River Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

7. COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES

Comply with all Council's Management Guidelines, Policies and Procedures

8. CUSTOMERS

- 8.1 Provide effective service to Council customers and the community
- 8.2 Provide effective service to internal customers
- 8.3 Present a positive image of Council

9. LIMITS OF AUTHORITY

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. Responsibilities are to be exercised in accordance with Council's Delegations of Functions.

10. SELECTION CRITERIA

Qualifications, Certificates & Licences

- 10.1 Tertiary qualifications in the fields of Library & Information Science, Marketing & Promotions or other related field.
- 10.2 Driving Licence Class C (Car)
- 10.3 Current Work with Children check

Essential

- 10.4 Demonstrated experience in the development, coordination, delivery, and evaluation of a broad range of library programs and events for adults including literacy, creativity, digital citizenship and lifelong learning.
- 10.5 Demonstrated knowledge of digital media technologies and online communication platforms such as social media and e-news and their application and effectiveness in promotional campaigns
- 10.6 Demonstrated analytical, time management, organisational, project management and creative problem-solving skills
- 10.7 Demonstrated experience in providing a quality customer focused library service.
- 10.8 Sound experience in direct supervision of an employee or team of employees or leading a team of professional or specialist staff on special projects or the delivery of programs



- 10.9 Ability to monitor budgetary spending within a work area, against predetermined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within the work area.
- 10.10 Highly developed oral and written communication and interpersonal skills, including effective negotiation, consultation and consensus building.
- 10.11 Demonstrated ability to coach and guide others in developing and implementing innovative approaches.
- 10.12 Must have received two doses of a COVID-19 vaccine prior to commencement of employment with Georges River Council, except where a medical contraindication certificate is provided.

Desirable

- 10.13 Experience working in the public library sector
- 10.14 Experience in marketing or promotion of Library services
- 10.15 Confidence in working with digital technologies and their use in creative applications

EMPLOYEE ONLY

I have read and understand the content of this Position Description and undertake to meet the key accountabilities in an appropriate manner.

Employee Name: _____

Signature: _____

Date: _____

