

POSITION DESCRIPTION

TEAM LEADER LIBRARY CUSTOMER EXPERIENCE

POSITION NUMBER	LIB014, LIB007
DIRECTORATE	Community and Culture
SECTION	Library Services
REPORTS TO	Coordinator Library Customer Experience
DIRECT REPORTS	7 to 10
GRADE	12
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2020
DATE PREPARED	October 2019
DATE LAST UPDATED	October 2021

1. PURPOSE OF THE POSITION

Ensure the efficient and effective operation of Georges River Libraries through the provision of quality library services that satisfy the high expectations of its diverse customers.

2. KEY ACCOUNTABILITIES

- 2.1 Plan, develop and implement customer experience procedures.
- 2.2 Provide team leadership, training and supervision in the delivery of innovative library services and programs
- 2.3 Ensure that all service points, public areas and amenities are neat, clean and safe and report all issues as required.
- 2.4 Provide timely and professional Reference, Information and Readers Advisory service to library customers.
- 2.5 Contribute to a relevant and balanced library collection that reflects and enhances the cultural, informational, recreational and educational needs of the community.

3. KEY SUPERVISORY ACCOUNTABILITIES

Leadership

- 3.1 'Lead by example'.
- 3.2 Implement Council/Line Manager decisions at an operational level.
- 3.3 Create, embrace and lead 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 Set team goals, identify priorities and follow through.
- 3.8 Assist in dealing 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 and how they apply to the section.
- 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, assist in the continual monitoring of 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 staff 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 Coordinate operations and resources for cost effective achievement of team goals.
- 3.19 Implement customer service initiatives.
- 3.20 Effectively manage systems to optimise the use of resources.
- 3.21 Ensure knowledge of industry trends and innovations for best practice delivery of service.
- 3.22 Have awareness and understanding of the socio-cultural, historical, political and economic context within which the Council operates.
- 3.23 Understand and comply with Local Government Act 1993 and other relevant legislation.
- 3.24 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 Library and Information Science allowing professional membership of the Australian Library and Information Association
- 10.2 Driving Licence Class C (Car)
- 10.3 Work with Children check

Essential

- 10.4 Demonstrated ability to lead, motivate, train and supervise people in a rapidly changing environment
- 10.5 Excellent interpersonal, oral and written communications skills
- 10.6 Demonstrated experience in library and information service delivery
- 10.7 Demonstrated analytical, time management, organisational, project management and creative problem-solving skills
- 10.8 Ability to understand the customers' priorities to enable anticipation of their needs and demonstrate initiative in adapting team plans and goals to meet them
- 10.9 Ability to monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.
- 10.10 Demonstrated knowledge of and experience in automated library management systems and the application of technology for the delivery of library services
- 10.11 Must be fully vaccinated (minimum 2 doses) with an approved COVID-19 vaccine and provide Council with evidence of vaccination, or an accepted certified medical contraindication. Council reserves the right to confirm the validity of contraindications in accordance with NSW Health guidelines, and to direct a Worker to undertake an independent medical examination in relation to the issuance of a medical contraindication certificate.

Desirable

- 10.12 Experience in troubleshooting library equipment including public access computers
- 10.13 Experience in marketing or promotion of Library services, events and programs



10.14 First Aid Certificate

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: _____

