POSITION DESCRIPTION

TEAM LEADER LIBRARY INFORMATION TECHNOLOGY	
POSITION NUMBER	**LIB036**
DIRECTORATE	**Community and Culture**
SECTION	**Cultural Engagement & Library Services**
REPORTS TO	**Coordinator Library Operations**
DIRECT REPORTS	**4**
GRADE	**12**
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2020
CHILD PROTECTION TIER	Tier 2 - See children on a weekly basis
DATE PREPARED	January 2010
DATE LAST UPDATED	June 2022

1. PURPOSE OF THE POSITION

1.1   Initiate, implement, maintain and review a wide range of library related technologies to support the strategic objectives of the organisation.

1.2   To work in partnership with Library Management, Library teams and other Council Departments to design, develop and maintain applications that support the delivery of library services and ensure reliable access to online information resources and digital collections, regardless of platform.

2. KEY ACCOUNTABILITIES

2.1   Research and report on emerging technology and best practice that relates to the provision of Library information technology and online resources.

2.2   Provide an efficient and high quality service for library customers through the development and maintenance of the computer systems and online services.

2.3   In partnership with Council's IMT section provide input for the design, functionality and user interface of the Library services section of the Council's website and the Library's other online entities.

2.4   Provide training and technical support to Library staff and customers for the library management system, on-line catalogue, electronic booking systems, electronic resources and general computer software.

2.5   Design, develop and deliver an annual program of events to teach and promote information technologies to library customers and staff.

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. CHILD PROTECTION

Georges River Council has a commitment to championing child safety within the community we serve and the children we encounter during our employment. It is the responsibility of all employees to ensure that they are aware of their reporting obligations for children at risk of harm in our community or in our workplace.

8. COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES

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

9. CUSTOMERS

9.1   Provide effective service to Council customers and the community
9.2   Provide effective service to internal customers
9.3   Present a positive image of council

10.   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.

11.   SELECTION CRITERIA

Qualifications, Certificates & Licences
11.1   Tertiary qualifications in Library and Information Science, Information Technology or equivalent qualifications.
11.2   Class C Drivers Licence.

Essential
11.3   Extensive experience and knowledge of integrated library management systems and technological solutions and their application in the workplace
11.4   Demonstrated interest, experience and expertise in the application of technology for the delivery of high level library services.
11.5   Experience in providing support and training for mobile computing and social network tools.
11.6   Demonstrated high level skills in information technology, including web content development, online resources and social media.

11.7 Experience in evaluating existing systems, as well as integrating new and emerging technologies, to ensure delivery of library services and resources.

11.8 Demonstrated team leadership and team building skills. Strong staff development skills including motivating, mentoring, performance managing and coaching staff.

11.9 Demonstrated experience in the development and delivery of high quality training programs to customers and staff.

11.10 Highly developed oral and written communication and interpersonal skills, including effective negotiation, consultation and consensus building.

11.11 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

11.12 Demonstrated skills in the evaluation of LMS statistics and monitoring of service providers.

11.13 Experience working in a public library

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: _____