

POSITION DESCRIPTION

TEAM LEADER CONTENT AND DISCOVERY

POSITION NUMBER	5194
DIRECTORATE	Community and Culture
SECTION	Library Resources
REPORTS TO	Coordinator Library Resources
DIRECT REPORTS	5
GRADE	12
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2017
DATE PREPARED	September 2017
DATE LAST UPDATED	September 2017

1. PURPOSE OF THE POSITION

- 1.1 To develop and deliver high quality, customer focused Readers' Advisory services that are embedded as essential elements in customer service delivery.
- 1.2 To effectively manage the Culturally and Linguistically Diverse (CALD) collections, Toy & Equipment collections and the Home Library Service, as key components in achieving the strategic objectives of the Library.

2. KEY ACCOUNTABILITIES

- 2.1 Research, develop and manage the implementation of a readers' advisory service that meets customer expectations and promotes the library's resources.
- 2.2 Design and deliver ongoing staff training programs that deliver a deeper knowledge of the collections and more meaningful interaction with customers.
- 2.3 Research, develop and maintain collections that meet the needs of the CALD population. Initiate a community consultation program with stakeholders to maintain the relevancy of the collections.
- 2.4 Manage the provision of personalized Home Library Services to residents who are unable to visit the library. In partnership with the Programs and Outreach Team, promote the service to the broader community including younger people and those whose first language is not English.
- 2.5 Research, develop and manage a toy collection that supports the educational and recreational needs of children. Investigate, create and manage a collection of equipment that promotes healthy aging to older residents.

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
- 10.2 Driving Licence Class C (Car)

Essential

- 10.3 Extensive experience developing, planning and delivering high quality training programs to customers and staff.
- 10.4 Proven knowledge of current reading trends.
- 10.5 Demonstrated experience developing and implementing library collection development strategies.
- 10.6 Experience using evidence based systems in the evaluation of collections and service providers.
- 10.7 Demonstrated team leadership and team building skills including motivating, mentoring, performance managing and coaching skills.
- 10.8 Strong commitment and proven ability to deliver a high quality, customer focused library service.
- 10.9 Highly developed oral and written communication and interpersonal skills, including effective negotiation, consultation and consensus building.
- 10.10 Demonstrated analytical and creative problem solving skills.
- 10.11 Demonstrated ability to effectively manage budgetary spending against pre-determined targets.

Desirable

- 1.1 Experience delivering Readers' Advisory programs
- 1.2 Public library experience



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: _____

Staff Use Only

PP1 - Comprehensive pre-employment medical assessment excluding audio and lung function test

