

Melton City Council

# Team Leader Literacy and Learning Programs

Position Description

PD: 00345

A vibrant, safe and liveable  
City accessible to all

## 1. Position details

Position Title	Team Leader Literacy and Learning Programs
Directorate	Community Services
Service Unit/ Department	Libraries and Arts
Position Classification	Band 6
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

## 2. Organisational relationships

Reports to	Coordinator Library and Arts Activation
Supervises	Literacy and Learning Programs Team
Internal liaisons	<ul style="list-style-type: none"><li>• Library and Arts Staff</li><li>• Council Staff</li></ul>
External liaisons	<ul style="list-style-type: none"><li>• Library users and general public</li><li>• Community groups and agencies</li><li>• Library networks and special interest groups</li><li>• Education providers and government agencies</li></ul>

## 3. Our Organisation

### 1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

### 2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

### 3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

### 4. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

### 5. Child Safe Environment

Melton City Council is committed to ensuring a Child Safe environment.



#### 4. Position objectives

- As a key member of the library leadership team, lead the planning, delivery, and evaluation of literacy, learning and reader development programs across the library service.
- Develop and enhance partnerships with internal and external stakeholders, including a consistent approach for volunteers to deliver on program outcomes.

#### 5. Key responsibility areas

- Implement and monitor a program framework for the planning, delivery and evaluation of literacy and learning programs to engage the community and provide opportunities for lifelong learning and social connection.
- Lead, motivate and develop the Literacy and Learning Programs team to ensure a consistent community development approach to library program delivery.
- Design, plan and deliver a calendar of programs and events that activate library spaces including: early years literacy, school years, youth, adult literacy and learning, social connection, digital literacy, literary activities, local and family history and reader development.
- Develop and enhance partnerships with Council service units, tertiary, primary and secondary education providers, government, and corporate organisations to deliver an increased range of sustainable programs at libraries, outreach sites and online.
- Lead the delivery of local and family history services, including digitisation and online access to local history material and managing the partnership with local and family history groups.
- Identify community learning needs, gaps and opportunities and develop initiatives to enhance literacy levels and develop a reading culture within the community.
- Participate in rostered library customer service shifts as required, ensuring customers have a positive experience characterised by active engagement.

#### 6. Accountability and extent of authority

- Under the guidance of the Coordinator Library and Arts Activation, develop and implement a programs framework and provide direction to staff in planning priorities and learning outcomes for library programming.
- Provide leadership to the Literacy and Learning Programs team and guide staff within the library service who may deliver programs.
- Planning, approving, delivering, and evaluating a broad range of library programs and events, ensuring that activities are delivered within the allocated budget.
- Recruiting and managing volunteers through effective policies and processes and supervision.
- Facilitate sponsorship and partnerships relating to area of responsibility.
- Produce policies, plans, strategies, and procedures for the library service relevant to area of responsibility.

#### 7. Judgement and decision making

- Think creatively to develop innovative approaches, methods and processes utilising relevant knowledge and experience.
- Make informed and sound decisions regarding the operational delivery of literacy and learning programs across the library service, though guidance and advice is usually available.
- Assist and provide guidance to team members to resolve issues.

- Develop and monitor qualitative and quantitative evaluation methods to capture data and report on attendance at library programs and events.
- Identify key partners and service providers that align with Council goals.

## 8. Specialist skills and knowledge

- Knowledge of community development, learning and engagement principles in relation to program development and delivery.
- Knowledge and skills in the development of programs within a library context, relating to literacy, learning and reader development for all ages.
- Demonstrated awareness of creative technology applications, equipment and digital products related to delivery of library programs.
- Specialist skills and understanding of library management practices relating to library program delivery, partnership development, and volunteer management.
- Knowledge of Australian Library and Information Association national standards and guidelines, current library industry trends and policy.
- Experience in managing budgets and monitoring income and expenditure.
- Develop and monitor service agreements and contracts with vendors and facilitators.

## 9. Management skills

- Effectively lead a team by utilising skills in performance management and change management.
- Manage and plan own time, establish priorities, set and achieve short and long term goals for self and team.
- Understanding of personnel practices relating to the recruitment and management of staff.
- Well-developed project management skills to ensure that events, programs and library service wide initiatives are delivered effectively.
- Ensure OH&S and other legislative requirements are met in relation to staff & the work for all areas within the responsibility of the position.

## 10. Interpersonal skills

- Excellent communication skills with the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, community and education organisations, industry networks, government, and Council.
- Lead, coach and develop staff in an environment of innovation and continuous improvement.
- Excellent written and verbal skills with the ability to produce effective, plans, policies and procedures, and represent Council at appropriate committees and forums.
- Gain cooperation and assistance from leaders, staff, the public and community groups.

## 11. Qualifications and experience

- Tertiary qualification acceptable for professional membership (Librarian) of the Australian Library and Information Association (ALIA) together with experience in leading public library teams, or relevant tertiary qualification in community development or education together with substantial experience leading public library teams.

- Experience in developing and delivery of community programs in a library context, volunteer management and partnership development.
- Current valid Victorian Driver's licence.
- Current valid working with children's check.

## 12. Key Selection Criteria

1. Tertiary qualification acceptable for professional membership (librarian) of the Australian Library and Information Association (ALIA) together with experience in leading library teams, or relevant tertiary qualification in community development or education together with substantial experience leading public library teams.
2. Demonstrated ability to lead, develop and motivate staff in an environment of innovation and continuous improvement.
3. Demonstrated understanding of community development principles and ability to develop early years, school years, youth, and adult community programs in a public library context, including literacy, learning and reader development.
4. Proven ability to develop rapport and engage with a diverse range of stakeholders, organisations, and the community to foster partnerships for delivery of programs.
5. Well-developed organisation and time management skills to plan and manage programs and projects within budget.
6. Excellent verbal and written communication skills together with the ability to facilitate and deliver learning programs.

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Manager Libraries & Arts

July 2022

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date