

# POSITION DESCRIPTION



<b>POSITION TITLE:</b>	Team Leader – Brunswick/Campbell Turnbull Libraries and Digital Services
<b>POSITION NO:</b>	424
<b>CLASSIFICATION:</b>	Band 6
<b>AWARD / LWAA:</b>	Moreland City Council Enterprise Agreement 2018
<b>DEPARTMENT:</b>	Community Development
<b>BRANCH:</b>	Cultural Development
<b>WORK UNIT:</b>	Library Services
<b>REPORTS TO:</b>	Coordinator Customer Service and Programs
<b>SUPERVISES:</b>	E-Learning and New Technologies Facilitator Adult and Information Services Librarian (Brunswick) Multicultural/Customer Services Librarian Customer Services Librarian Community Programs Librarian Children's and Youth Services Librarian (Brunswick) Band 5 Casual Librarians reporting to the position
<b>PREPARED BY:</b>	Manager Cultural Development
<b>APPROVED BY:</b>	Director Community Development

Moreland's Values are mine!



*As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.*

**DATE CREATED:** 25 February 2015






**DATE MODIFIED:** 23 February 2021

**DATE APPROVED:** 15 August 2019

**DATE PRINTED:**

## 1. POSITION OBJECTIVES:

As a member of Moreland's Library Leadership Group, contribute to the provision of high quality library services to the community and the delivery of the Library Strategy objectives. In particular, effectively manage the operations of the Brunswick and Campbell Turnbull libraries and effectively provide digital services and programs, under the supervision of the Library Coordinator Customer Service and Programs.

Value	Statement
	We acknowledge our main purpose is to work with our Community and customers
	I will support and value others
	I take pride in my work and am responsible for doing it well
	I will do what I say
	We will work within and across the organisation to achieve community outcomes

**DATE CREATED:** 25 February 2015

**DATE MODIFIED:** 23 February 2021

**DATE APPROVED:** 15 August 2019

**DATE PRINTED:**

## **2. KEY RESPONSIBILITY AREAS:**

### **Leadership, Customer Service and Library Operations**

- As part of the Library Leadership Group, contribute to the library's strategic and operational planning, policies, systems and procedures.
- Be responsible for the day-to-day operations of the Brunswick and Campbell Turnbull libraries
- Provide leadership and professional advice and set a positive example to library staff.
- Foster an environment and positive team spirit that empowers and motivates library staff to deliver high quality services to the community as well as promotes the development of innovation and ideas for continuous improvement
- Coach, supervise, train, develop work plans and undertake staff evaluation
- Develop corrective strategies and programs where staff are required to improve their performance, including developing and monitoring staff performance plans as required.
- Participate in the recruitment and selection of new staff.
- Be proactive in ensuring that Occupational Health and Safety is considered, and safe work practices are adhered to at all times.
- Supervise return-to-work plans.
- Ensure the library facilities and furniture are well presented and maintained at all times, including liaising with building maintenance as required.
- Recommend and implement changes to ensure effective library operations, in consultation with the Coordinator Customer Services and programs.
- Undertake front of library duties and provide relief at other service points as required.
- Be proactive in responding to customer service issues, improvements and ideas raised by staff or customers, within established guidelines.
- Prepare reports as required.

### **Digital Services**

- Keep abreast of developments in the area of digital services and programs, including digital literacy, cyber-safety, social media, creativity and content creation.
- Lead the development, delivery and evaluation of a range of digital services, programs and promotions that respond to community and library needs, in consultation with the Coordinator Resources and Technology and Coordinator Customer Service and Programs. This includes digital literacy and cyber-safety programs for community and staff, creative technologies in the Maker Space programs and content creation for the library website, social media and other digital platforms including WikiNorthia.
- Identify gaps, trends and opportunities around digital technology and learning, and content creation

- Monitor community satisfaction through a variety of qualitative and quantitative evaluation methods that measure the value of digital programs and services
- Forge partnerships with community organisations and groups at the local and state level as appropriate.
- Participate in library and wider networks to support collaboration and service innovation.

#### **Audit & Risk Management**

- Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.

#### **Community Engagement**

- Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.

#### **Continuous Improvement**

- Implement and maintain Continuous Improvement System standards and procedures.

#### **Environmental Sustainability**

- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.

#### **Occupational Health & Safety**

- Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
- Demonstrate effective leadership on OHS matters

#### **Diversity & Equity**

- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

#### **Other duties**

- Required to undertake other duties as directed.

### **3. ORGANISATIONAL RELATIONSHIP:**

**Reports to:** Coordinator Customer Service and Programs.

<b>Supervises:</b>	All staff when occupant is the most senior staff member available E-Learning and New Technologies Facilitator Adult and Information Services Librarian (Brunswick) Multicultural/Customer Services Librarian Customer Services Librarian Community Programs Librarian Children's and Youth Services Librarian (Brunswick) Band 5 Casual Librarians reporting to the position
<b>Internal Liaison:</b>	All library staff; other Council staff, particularly the Human Resources, Building Maintenance, Communications, IT and Research units and Community Development staff.
<b>External Liaison:</b>	Library Users; Community organisations and groups; Other Victorian Libraries; Public Libraries Victoria (PLV) special interest groups relating to digital services.

## **JOB CHARACTERISTICS RELEVANT TO THE POSITION**

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 6 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 6, Clause 6)

### **4. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- This position is accountable to the Coordinator Customer Service and Programs
- Responsible for enforcing library policies, supervising staff and performing all day to day maintenance and routines at the Brunswick and Campbell Turnbull libraries and when on duty as the most senior staff member at the other Moreland libraries.
- Authority to give and receive change, issue receipts, sign purchase requisitions, invoices, correspondence, and time sheets when the most senior staff member, direct other library staff and enforce library policies.
- Accountable for the efficient development and maintenance of digital services and programs, subject to the established policies, practices and guidelines of Council and the library service under the supervision of the Coordinator Resources and Technology and Coordinator Customer Service and Programs.

### **5. JUDGEMENT AND DECISION MAKING:**

- Judgement to create and post content on the library's digital platforms within the constraints and guidelines of the library and Council policies.

- Solve problems in relation to the provision of library and information services using procedures and guidelines and the application of professional knowledge or knowledge acquired through experience.
- Guidance and advice is usually available.

## **6. SPECIALIST KNOWLEDGE AND SKILLS:**

- Good literacy and numeracy skills.
- Good PC skills and basic troubleshooting skills, and a broad knowledge of relevant software programs.
- Broad knowledge of digital services and programs.
- Broad knowledge of literature.
- Promotion, marketing and advertising skills.
- Basic accountancy skills.
- Basic knowledge of statistical methods.
- Ability to lift and carry items up to 15 kg in weight.
- Ability to shelve library materials on an ongoing basis, including heavy books on shelves below knee level and above shoulder height.
- Fluency in a language relevant to the Moreland community is desirable.

## **7. MANAGEMENT SKILLS:**

- Ability to analyse and think creatively and to be innovative in achieving the objectives of the library service.
- Ability to take a lead role in continuous improvement in relation to library operations and digital services.
- Ability to proactively manage change sensitively and skilfully.
- Ability to develop, coach, supervise and train staff and to provide them with appropriate feedback.
- Ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee training and development.
- Ability to set priorities and to plan and organise own work and that of other staff.
- Ability to resolve problems and to defuse potential conflict.

- Ability to achieve specific and set objectives in the most effective way possible within resources available and within a set timetable.
- Proactive approach in initiating new or enhanced programs and services.
- Ability to co-ordinate project and program management, including developing, planning, implementing, and reviewing, within agreed timeframes.
- Excellent report writing skills.
- Participation/contribution beyond the confines of own position.

## **8. INTERPERSONAL SKILLS:**

- Ability to work effectively as part of a team.
- Consistently positive and cheerful attitude to work, to the organisation, to colleagues at all levels, and to citizens.
- Ability to lead, motivate and coach staff and to strengthen staff teams.
- Ability to draw staff together to achieve shared objectives.
- Ability to communicate ongoing progress towards objectives to staff and to celebrate successes with them.
- Ability to discuss and resolve problems in a consultative manner.
- Effective written and oral communication skills, listening and networking skills.
- Strong commitment to excellence in service provision to all sections of the community.
- Ability to consistently provide efficient and friendly service to library users.
- Empathy with all sections of the community
- Ability to relate to people from diverse cultural backgrounds.
- Flexibility, accessibility, and approachability.

## 9. QUALIFICATIONS AND EXPERIENCE:

- Eligibility for professional membership of the Australian Library and Information Association (ALIA) would be an advantage.
- Demonstrated experience in successful team leadership.
- Demonstrated experience, knowledge and ability in the area of digital services.
- A current Victorian driver's licence.
- A current Working With Children Check.

## 10. PHYSICAL REQUIREMENTS OF THE POSITION

### TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	( )	( ✓ )	( )	( )
-below 10kgs	( ✓ )	( )	( )	( )
Manual handling frequency	( ✓ )	( )	( )	( )
Repetitive manual work	( ✓ )	( )	( )	( )
Repetitive bending/twisting	( ✓ )	( )	( )	( )
Working with arms above head	( )	( ✓ )	( )	( )
Lifting above shoulder height	( )	( ✓ )	( )	( )
Using hand tools – vibration/powerful	( )	( )	( )	( ✓ )
Operating precision machinery	( )	( )	( )	( ✓ )
Close inspection work	( )	( )	( )	( ✓ )
Wearing hearing protection	( )	( )	( )	( ✓ )
Wearing eye protection	( )	( )	( )	( ✓ )
Working in dusty conditions	( )	( ✓ )	( )	( )
Working in wet/slippy conditions	( )	( )	( )	( ✓ )
Wearing Gumboots	( )	( )	( )	( ✓ )
Wearing safety shoes/boots (steel cap)	( )	( )	( )	( ✓ )
Working with chemicals/solvents/detergents	( )	( )	( ✓ )	( )
Washing hands with soap (hygiene)	( )	( ✓ )	( )	( )
Working at heights	( )	( )	( )	( ✓ )
Working in confined spaces	( )	( )	( )	( ✓ )
Working in chillers (+4 degrees C)	( )	( )	( )	( )
Performing clerical duties	( ✓ )	( )	( )	( )
Working on a keyboard	( ✓ )	( )	( )	( )
Driving cars and/or trucks	( )	( )	( )	( )
Other (please specify) _____	( )	( ✓ )	( )	( )

## **11. KEY SELECTION CRITERIA**

- Excellent team building and communication skills, and demonstrated ability to consistently lead, motivate and coach staff in a changing environment and to gain the cooperation and support of team members to achieve team goals and objectives.
- Demonstrated ability to resolve problems using creativity and originality when required and to defuse potential conflict.
- Demonstrated ability to achieve continuous improvement and a proactive approach in initiating new or enhanced programs and services.
- Demonstrated ability to plan, implement, manage and deliver effective programs within agreed timelines.
- Excellent verbal and written communication skills, including the ability to produce high quality submissions, reports and represent Council across a range of forums.
- Excellence in service provision to all sections of the community.
- Qualifications/knowledge/experience/interest in digital services.
- A current Victorian Driver's Licence and current Working With Children Check.

**SIGNATURE PAGE**

**This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.**

..... **Date**     /     /  
**(Staff member's signature)**

..... **Date**     /     /  
**(Supervisor/Manager's signature)**

**Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.**