

POSITION DESCRIPTION	
<b>Title:</b>	<b>Branch Supervisor</b>
<b>Group:</b>	<b>Community Connections - Libraries and Museum</b>
<b>Team:</b>	<b>Libraries and Museum</b>
<b>Reports to:</b>	<b>Team Leader Library Experience</b>
<b>Grade:</b>	<b>12</b>
<b>Position Allowances:</b>	<b>Nil</b>
<b>Hours:</b>	<b>35 hours per week on a 7 day roster including evening and weekend shifts</b>
<b>Number of Direct Reports:</b>	<b>0-5</b>
<b>Number of Indirect Reports:</b>	<b>0</b>
<b>Vehicle:</b>	<b>No</b>
<b>Position Code:</b>	<b>75325, 75335, 75338, 75342(28hpw)</b>
<b>Pre-placement Medical:</b>	<b>Not required.</b>
<b>National Police History Check:</b>	<b>Not required</b>
<b>WWCC Check:</b>	<b>Required</b>
<b>Date Developed:</b>	<b>August 2017</b>
Position Purpose	
To lead and manage the daily operations of a library service point – working collaboratively to provide quality customer experiences, services and program delivery that meet community needs and enhance the reputation of Shellharbour City Libraries.	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<p><b><u>Essential:</u></b></p> <ul style="list-style-type: none"> <li>• Library Diploma or equivalent qualification.</li> <li>• High level customer service experience, including skills in negotiation and problem solving.</li> <li>• A broad range of experience in the delivery of library services including reader's advisory, collection maintenance, rosters and systems.</li> </ul>	

- Substantial experience in a frontline customer service role with a demonstrated commitment to enhancing the customer experience.
- Demonstrated ability to supervise, support and develop staff in a team environment.
- Energetic, engaging and enthusiastic with a genuine interest in community life and libraries.
- Demonstrated enthusiasm for libraries and a strong commitment to innovation.
- High level literacy skills, including knowledge of reader's advisory tools. Well-read.
- Current high level digital literacy skills with the confidence to support customers with diverse technology across multiple devices, platforms, apps and software.
- Excellent communication, negotiation, problem solving and time management skills.
- Experience in contributing to improvements to a quality management system or making suggestions for other business improvements.
- Cash handling experience.
- Current Class C Drivers Licence.
- Possess a "Working with Children Check" Clearance in accordance with the 'Child Protection (WWC) Act 2012'.

**Desirable:**

- Knowledge of relevant library and workplace legislation.
- Experience in delivering library programs and promotions.

## Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

### **Library Branch Management**

- Manage daily operations of branch including staff, resources and services.
- Support the provision of quality customer service, information and readers' advisory services, answer complex enquiries and manage complaints.
- Support the delivery of library programs that meet local needs and interests.
- Maintain branch records and systems to provide timely and accurate data and reports.
- Participate in the continuous improvement of library procedures.

### **Customer Experience**

- Promote the Council, Library and Museum brand by being positive, enthusiastic, engaging and proactively adding value to the customer experience.
- Actively engage with the community where they are: via roving customer service, side-by-side assistance or participating in pop-up libraries.
- Assist customers in the use of technology and equipment, provide eResources education as required and promote the use of clever technology relevant to customers.

- Contribute to the maintenance of an attractive and welcoming environment using agreed marketing techniques and displays that engage customers.

### **Leadership**

- Demonstrate leadership by being a positive role model for branch staff.
- Supervise, develop and train staff in a team environment.
- Ensure branch staff are aware of procedures and policies.
- Conduct performance and development reviews for branch staff.
- Contribute actively to meetings and other communications channels of the Library Experience team and the broader Libraries and Museum team.

### **Contribute to the overall operation of the organisation**

- Apply and demonstrate Council's organisational values across all areas of work.
- Be conversant with Council policies and procedures and implement respectfully and consistently, balancing organisational integrity with the needs of the customer.
- Contribute to a positive team environment that is focused on continuous improvement.
- Work collaboratively with other sections of Council to meet community needs.

### **Professional development**

- Stay connected with developments in public libraries via industry networks, training and seminars.
- Keep up-to-date with new and diverse technology relevant to public libraries.
- Undertake rotation of roles throughout the library service to support career development and organisational needs.

### **Work Health & Safety**

- Required to take reasonable care of self and others in the workplace.
- Cooperate with all health and safety policies and procedures agreed to by management and staff.
- Report any unsafe conditions that are identified.
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

### **Accountability and Behaviours**

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

**Organisational Values**

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.