

POSITION DESCRIPTION

CORPORATION OF THE CITY OF UNLEY

1. JOB IDENTIFICATION:

Title of Position: LIBRARY SERVICES LEAD

Business Unit: COMMUNITY AND CULTURAL CENTRES

Reports to: MANAGER COMMUNITY AND CULTURAL CENTRES

Classification: MOA LEVEL 7

2. POSITION OBJECTIVES:

The Team Leader Library Services will oversee the operations of Library Services to ensure the delivery of high-quality customer service to the City of Unley community. This role will exercise a high-level of autonomy and work in coordination with the Manager Community and Cultural Centres.


- Oversee the day-to-day operations of the Library Service relating to the provision of high-quality service delivery, efficiency, and staffing, across both Library branches.
- Provide leadership to Library staff including direct reports in Library Operations team and Library Team Leader positions.
- Coordinate the development of the staffing roster for both branches to ensure the Library Service is efficiently and effectively staffed.
- Ensure all staff and volunteers are suitably supported, trained and able to perform their duties to the required legislation and standards.
- Facilitate Unley's connection and participation in the One Card Consortium environment and the Library Management System (LMS), ensuring alignment to and practical application of network and corporate policies.
- Ensure the provision, maintenance and application of technology is optimised to improve community outcomes and deliver efficient service that the community values.
- Advise and implement initiatives for continuous improvement of operations and services in response to community need and broader policy and practice trends.

3. KEY RESPONSIBILITIES:

Responsibilities specific to this role include:


- Provide leadership and direction to ensure the efficient and effective operations of Library Services.
- Ensure the Library team provides exemplary customer service and effectively responds to customer enquiries and resolves complaints.
- Set clear, measurable objectives and ensure the team delivers on agreed policies, projects and services.
- Effectively manage workloads and coordinate the staffing roster to ensure that services are provided to a high standard and meet with required expectations.



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- Undertake regular performance management of team members, including annual performance discussions and regular one-on-one meetings with direct reports to ensure that staff are provided with feedback on their performance, approach to their work and contribution to the culture of the team.
 - Assist the Team Leaders in proactively addressing performance and behavioural matters within the Library team.
 - Attract, engage, and retain skilled staff to deliver high performance.
 - Act as escalation and resolution point for all Library-related customer complaints and incidents, including collection of information for complex queries and complaints.
 - Identify and manage strategic projects relevant to the library.
 - Foster a strong customer-first focus, measuring satisfaction and ensuring performance against the customer charter.
 - Proactively encourage and foster a constructive culture and demonstration of the corporate values and behaviours, both at an individual staff level and as a team.
 - Manage relevant budget lines and report on forecasts, trends and future projections.
 - Proactively establish, encourage, facilitate and maintain strong working relationships internally within Council to provide efficient and effective end-to-end services and sustainable and successful community outcomes.
 - Ensure Council's Policies are observed and implemented, reviewed as needed, in accordance with relevant legislation and service agreements and ensuring alignment with corporate and One Card Library Management System policies.
 - Coordinate the collection and maintenance of statistical data and reporting.
 - Ensure the library service systems support the current and future needs of customers.
 - Develop, monitor and review procedures and guidelines, including implementing continuous improvement processes.
 - Represent Unley Libraries on networks and committees that further the sector, enhance deliverables and ensure Unley is positioned as a leading library.
 - Comply with the City of Unley's Records Management Policy, procedures and practices for all records created and received
 - Undertake other duties associated with the position as required

Managers must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Key WHS Responsibilities:

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- Actively participate in leading and implementing programs and initiatives to ensure an effective safety culture where everyone goes home safe and well each and every day.
 - Lead the implementation of the City of Unley's WHS Management System within their team/section and support the WHS committees.
 - Actively participate and encourage preventative WHS strategies, team meeting discussions and training.
 - Lead the early intervention strategies and support injured workers in the return to work (RTW) processes.

SAFE ENVIRONMENT:






- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

EQUAL OPPORTUNITY EMPLOYMENT

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

ORGANISATIONAL VALUES

Actively support and contribute to the City of Unley's organisational values

    	<ul style="list-style-type: none">• Pursue Excellence – we strive for the best in all that we do
	<ul style="list-style-type: none">• Achieve Together – we deliver results by working together across all of Council
	<ul style="list-style-type: none">• Demonstrate Integrity – we do the right thing at all times
	<ul style="list-style-type: none">• Customer First – we understand and deliver on customer expectations
	<ul style="list-style-type: none">• Be Progressive – we think outside the box to innovate and improve

NOTE: Appointment to this position is subject to successful completion of a pre-employment medical assessment.

4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential

- A degree or post graduate qualification in library and information management or equivalent that provides eligibility for professional membership of the Australian Library and Information Association (ALIA).
- Demonstrated significant leadership experience in a Library environment
- Experience in an operations or customer service environment
- Experience in and sound understanding of change management principles

- Experience in planning and implementation of systems, processes and procedures
- Proven experience in managing, developing and mentoring staff
- Experience in providing customer service and utilizing systems within a public library
- A Department Human Services (DHS) Working with Children Check is required to be maintained with this position and held current every five (5) years

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

b) Knowledge

Essential

- Demonstrated extensive knowledge of customer service principles and practices in a library environment
- Thorough understanding of how Libraries contribute to cultural development and the connections between libraries and other cultural services provided by Council.
- Demonstrated extensive knowledge in the development, implementation, analysis and reporting of KPI's and performance standards in a library environment
- Demonstrated knowledge of the principles and practices of public library functions and philosophies
- Detailed knowledge of cash management and banking processes
- Detailed knowledge of records management procedures and practices
- Detailed knowledge of the systems utilized in a public library environment

Desirable

- Knowledge of functions and processes of Local Government

c) Skills

Essential

- Highly developed leadership skills, with the capacity to influence others, encourage teamwork, address concerns and lead by example.
- Demonstrated ability to set priorities, plan and organise own time to achieve objectives
- Excellent verbal and written communication skills that result in effective and appropriate communications with a broad range of people
- Demonstrated ability to negotiate skillfully and settle differences appropriately
- Deal effectively with conflict and difficult customers
- Ability to be self-directing, to exercise sound judgement in applying procedures, and work with limited supervision
- Project management skills and proven ability to set priorities, plan and organise time to achieve specific and set objectives and deliver initiatives on time, on budget and to a high quality.
- Demonstrated ability to effectively prepare, monitor and manage a budget
- Proven ability to monitor and manage an allocated budget including new initiatives and capital projects
- Strong digital literacy skills
- Ability to review and revise work practices for business improvement
- Good conceptual and analytical skills and an ability to think laterally about problems and their solutions at both strategic and operational level



d) Personal Attributes

Essential

- Passion for Library services and strong resolve on what libraries contribute to communities.
- Enthusiasm, energy and personal drive.
- High level of emotional intelligence.
- Ability to influence and motivate others.
- Resilience and positivity with a growth mindset.
- A high commitment to internal and external customers and a commitment to continuous improvement.
- Proactive problem solver and trouble shooter with a willingness to resolve matters with agility and care.
- Innovative, adaptive, open minded and can see beyond the status quo to identify new ways of delivering library service to maximise community outcomes and best value service delivery.
- Ability to handle pressure and meet deadlines.
- Willingness to learn and train staff in systems and processes.
- Willingness and flexibility to work outside business hours when required.

e) Responsibilities

- Managing resources (financial, human and physical) to ensure activities are delivered to plan, within timeframes, quality and budget.

f) People Management

- Demonstrated ability to lead, manage and develop people in order to manage work and resources across a range of complex projects.
- Proven ability to negotiate, motivate, develop and influence others towards common organisational outcomes, particularly when faced with resistance.
- A commitment to ongoing professional development and continuous learning

By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:



Incumbent:

Date:



Manager:

Date:

