



## CUSTOMER EXPERIENCE LEADER - LIBRARIES

### The City of Port Adelaide Enfield is:

A City that values its diverse community and embraces change through innovation, resilience and community leadership

### We have a plan to achieve our vision:

#### ECONOMY

*We are a thriving economy and a business-friendly City*

#### COMMUNITY

*We are a safe, vibrant, inclusive and welcoming City for our residents, businesses and visitors alike*

#### ENVIRONMENT & HERITAGE

*We are a low carbon, water sensitive and climate resilient City and our built heritage is protected, embraced and celebrated*

#### PLACEMAKING

*We are a unique and distinctive collection of active places, created and cared for through strong partnerships*

#### LEADERSHIP

*We are an innovative, collaborative and high performing leader within local government*

### We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

### Our Organisational Values:

Make a Difference	Grow & Improve	Better Together
We serve our community well	We improve our work everyday	We collaborate & create to deliver meaningful outcomes
<ul style="list-style-type: none"><li>The 'why'</li><li>Deliver public good</li><li>Improve the quality of people's lives</li><li>Community focussed</li><li>Deliver Council's City Plan</li></ul>	<ul style="list-style-type: none"><li>The 'what'</li><li>Innovate</li><li>Continuously improve</li><li>Problem solve</li><li>Adapt &amp; change</li><li>Engage the community</li><li>Shape the future</li></ul>	<ul style="list-style-type: none"><li>The 'how'</li><li>Trust, honesty, integrity</li><li>Care and support each other</li><li>Work as a team</li><li>We celebrate success</li><li>We are accountable</li><li>Open communication</li></ul>

# POSITION DESCRIPTION



The position is:

<b>Position Title</b>	<b>Customer Experience Leader - Libraries</b>		
<b>Department &amp; Section</b>	<b>Community Development</b>		
<b>Team</b>	<b>Community Learning &amp; Libraries</b>		
<b>Reporting to</b>	<b>Community Learning &amp; Library Manager</b>		
<b>Positions Reporting to it</b>	<b>Customer Experience Coordinator</b> <b>Library Administrative Officer</b> <b>Library Outreach Officer</b> <b>Community Outreach Officer</b> <b>Library Officer</b>		
<b>Classification and Stream</b>	<b>MOA Level 6</b>		
<b>Position Number</b>	<b>5785</b>	<b>Prescribed Position:</b>	<b>YES</b> <input checked="" type="checkbox"/> <b>NO</b> <input type="checkbox"/>

### How does this position contribute to our community?

- This position is critical in ensuring the City of PAE Libraries are places the community love to be.
- The Customer Experience Leader shapes and leads the delivery of best practice service across five branch libraries, an Outreach program and integrated Council services across two sites.
- The role touches all elements of service delivery across the libraries, ensuring the physical spaces, digital environment, Collections and programs offer a cohesive service which deliver on the City’s strategic priorities.
- The Customer Experience Leader works with the Leadership team to ensure City of PAE Libraries offer progressive, relevant services which enable learning, growth and recreation opportunities for all.

### What does the position do?

- Drive the delivery of best practice customer service across the City of PAE Libraries.
- Lead, develop, and manage the Customer Services team to deliver a customer focussed culture aligned with the Library Service and City of PAE strategic priorities.
- Measure and assess community satisfaction with the Library service and lead the ongoing improvement of policies, practices and procedures across the Service.
- Contribute to the strategic development of the library services, working closely and collaboratively across the leadership group.
- Prepare, evaluate and monitor budget and KPIs in areas of responsibility.
- Develop and manage the delivery of library services to community members unable to access Library branches through outreach initiatives such as Home Library services, Depot Libraries, and pop-up Libraries.
- Lead and coordinate an integrated library information service that includes reader’s advisory, reference, Council and community information.
- Take a lead role in identifying and developing opportunities for service improvement across the entire customer experience with an emphasis on innovative approaches and practices.
- Coordinate Agency staff and Casual staff ensuring all staff working across City of PAE Libraries are able to deliver community focussed high quality customer service.
- Analyse industry trends, and provide expert advice on developments in retail, community, technology and service sectors which may impact on the service model offered through the Libraries.
- Using a strong knowledge of community engagement principles and practices, seek community feedback on Library services and implement ongoing improvements to service offering.
- Project management of customer service projects ensuring that business outcomes are achieved on time and on budget.

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- Plan and develop training programs to ensure staff have the skills and knowledge to deliver consistently customer centric service and experiences.
- Significantly contribute to the strategic development of the section as an active member of the Leadership team.
- Prepare the Annual Business plan in areas of responsibility.
- Deliver and report against team KPIs and operational plans aligned to the delivery of strategic objectives.
- Perform customer service shifts, assisting in the modelling and mentoring of exceptional customer service and providing opportunities to refine and improve on front line processes and procedures.
- Manage the resolution of complex customer service issues with sound judgement and a focus on positive community outcomes.
- Ensure compliance with the Code of Conduct, Council policies, procedures and guidelines.
- Responsible for the creation and capture of Corporate Records relating to this position.
- Other reasonable duties as required are undertaken.

## **What outcomes does the position deliver?**

- Best practice and innovative customer experience that build trust, confidence and connection with our community.
- Library branches provide high quality service with efficient use of staff resources
- PAE Libraries is skilled at viewing their services and activities through the customer's lens and advocate for the customer.
- Libraries are seen as delivering excellent service in a modern environment, having meaningful impact in the community and providing value for money.
- The Customer Service Team are motivated, high performing and deliver outstanding services aligned to strategic priorities.
- Customers experience a high degree of first contact resolution.
- Library branches have a high standard of presentation and efficiency in operations.

## **The behaviours we expect the position to contribute to our workplace are:**

- Effective communication and information sharing
- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- Interpersonal skills that build good work relationships
- Good problem solving, innovative thinking and informed decision making
- Enthusiasm to complete tasks
- A commitment to personal development and improvement
- Adaptability and flexibility to new ideas and concepts
- Empowering leader who develops, coaches, and provides appropriate feedback to assist others reach their full potential
- Authentic leader who builds constructive relationships with people at all levels across the organisation
- Strong and effective communicator and listener
- Agility and responsiveness – comfortable adapting quickly to changing priorities
- Operates with a high level of empathy and openness to ideas and diversity
- High level interpersonal and influencing skills
- Lead people and set vision of excellence aligned to PAE Values
- Responsible financial management
- Politically aware

## **Qualifications for the position**

- Tertiary qualifications in a relevant discipline or significant leadership experience at a senior level is essential.

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- Eligibility for membership of the Australian Library and Information Association (ALIA) is highly desirable.
- Current Australian Drivers Licence essential.
- Working with Children Check Clearance is essential, or a willingness to obtain.
- Child Safe Environment (Mandated Notification) training is essential, or a willingness to undertake training.

## Experience

- Extensive experience leading a team to deliver outstanding customer service and community outcomes in a multifaceted organisation is essential.
- Demonstrated experience working within diverse communities with complex social issues (desirable).
- Experience working within a Public Library setting (mandatory).

## Knowledge

- Requires a thorough knowledge of the following:
  - Public libraries and their role in society including current trends and innovation.
  - High level understanding of the Libraries SA environment.
  - Technology trends and the impact these trends will have on the sector and service delivery methods.
  - Leadership and staff development strategies.
  - Service evaluation methods and what constitutes a 'best practice' service model.
  - Marketing, promotion, and customer service techniques.
- Requires a sound knowledge of the following:
  - WHS Act and relevant EEO legislation.
  - Project management principles.

## Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.
- Foster a cyber security conscious culture in your team by understanding the cyber security risks to your team and encouraging the correct cyber security behaviours.
- Ensure training is provided to employees in positions of trust or who have heightened cyber security responsibilities, or increased risk profiles to ensure sound cyber security practices are understood, and effective cyber security controls are implemented and followed.

## Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

## Our Safety and Return to Work Commitments

### Manager and Team Leaders

- Provide leadership in the implementation of the City of Port Adelaide Enfield's WHS Management System within their Team/Section.
- Investigate or coordinate the investigation of hazards and incidents within their Team/Section to identify reasonably practicable controls measures.
- Actively participate and encourage preventative WHS strategies, audits, team meeting discussions and training and support the WHS Committees as practicable.
- Assist in early return to work strategies and participate and support injured workers in return to work processes.

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- Consider WHS in recommendations made to the Executive Leadership Team and Council.
- Report work related injuries to the Internal RTW Coordinator as soon as reasonably practicable.
- Assist injured workers in the RTW process.

### All Staff

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return to Work Act 2014.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_