

Position Description

Coordinator Library Services

Classification	Level 7
Status	Permanent full-time
Reports to	Manager Community Development
Position Objective	Provide leadership, direction and effective coordination of the Town's library service.
Last Review Date	September 2024

About the Team

The Town's Library Services is an important community and cultural hub that supports the information, literacy, lifelong learning, and recreational needs of the community to build community capacity and connection.

Role Responsibilities

- Meet the needs of the local community through the effective and efficient management and development of contemporary, relevant and quality library services
- Oversee the Library and Information Services policies, programs and plans to support the educational, literacy, information, cultural and recreational needs of the community in line with agreed service level targets and budget.
- Lead and develop library staff to ensure high levels of performance in a customer focused environment.
- Manage and develop the library's digital, print and local history collections using best practice and ensuring the Town's collections are relevant, accessible and curated in accordance with relevant standards, policies and procedures
- Oversee the provision of an effective information handling service as a "gateway for information for library patrons.
- Develop quality procedures and introduce a programme of continuous improvement aligned with agreed service levels.
- Prepare relevant documentation as required such as Council and Committee reports, business plans, briefing papers, quarterly reports, statistical reports and grant applications as required.
- Oversee the maintenance and strategic development of digital services including the library management system and digital content, website and social media, contract and vendor management, software licensing, and the library catalogue as well as the enhancement of interactive service delivery.
- Assist the Manager Community Development in the preparation of the annual library budget.
- Represent Council on approved external Committees and at professional forums as appropriate.
- Undertake tasks and projects as required by the Manager Community Development.

This position is responsible for:

- Embedding a 'safety first culture' that reflects best practice and a pro-active, consultative and values-based approach to the management of safety, health, and wellbeing in the workplace
- The implementation of work health, safety and wellbeing systems and initiatives within the Business Unit to ensure safe and healthy work sites and compliance with work health and safety legislation and the Town's WHS systems
- Maintaining a current knowledge and understanding of work health and safety responsibilities, legislation, policies, procedures, codes of practice, guidelines, standards, and best practice within similar industries

All workers must:

- Demonstrate a strong commitment to work health, safety, and wellbeing by taking care / action to ensure own safety and the safety of others by complying with WHS legislative requirements as well as Town of Bassendean policies, procedures, guidelines, instructions, and safety management systems.

Other Job Requirements

The Town will assess applications and suitability against the above role responsibilities, leadership capability requirements and other requirements below.

Selection Criteria

- Degree in Library and Information Science or equivalent experience and eligible for Associate Membership in the Australian Library and Information Association
- Demonstrated experience in library management and understanding of current issues and trends in the library profession
- Well demonstrated people leadership abilities to manage the team to achieve high productivity and deliver services in line with organisational values, standards and policies
- Excellent interpersonal and communication skills that are adaptable to a range of environments and audiences
- Demonstrated ability to work autonomously while managing competing priorities and deadlines
- Current Working with Children Check (to be renewed every three years).

Agreement

The details contained in this document are an accurate statement of duties, responsibilities and other requirements of the job.

As the **employee**, I have reviewed and accept the statement of duties.

Name	Signature	Date	Checked by HR

As the **Manager** I have reviewed and confirm this is a current and relevant document.

Name	Signature	Date	Checked by HR

Capability Requirements

The following Capability Framework describes 16 capabilities across five core groups. Together the capability groups set out the core knowledge, skills, abilities and other attributes expected of this position.

1. Personal Attributes

<p>Manage Self <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning</i></p>	<ul style="list-style-type: none"> ✓ Demonstrates motivation to serve the community and organisation ✓ Initiates team activity on organisation/unit projects, issues and opportunities ✓ Seeks and accepts challenging assignments and other development opportunities ✓ Seeks feedback broadly and asks others for help with own development areas ✓ Translates negative feedback into an opportunity to improve
<p>Display Resilience and Adaptability <i>Express own views, persevere through challenges, and be flexible and willing to change</i></p>	<ul style="list-style-type: none"> ✓ Is flexible and readily adjusts own style and approach to suit the situation ✓ Adjusts tactics or priorities in response to changes in the organisational environment ✓ Gives frank, honest advice, even in the face of strong, contrary views ✓ Accepts criticism of own ideas and responds in a thoughtful and considered way ✓ Welcomes challenges and persists in raising and working through difficult issues ✓ Shows composure and decisiveness in dealing with difficult and controversial issues
<p>Act with Integrity <i>Be honest, ethical and professional, and prepared to speak up for what is right</i></p>	<ul style="list-style-type: none"> ✓ Models ethical behaviour and reinforces it in others ✓ Represents the organisation in an honest, ethical and professional way and sets an example for others to follow ✓ Promotes integrity, courage and professionalism inside and outside the organisation ✓ Monitors ethical practices, standards and systems and reinforces their use ✓ Proactively addresses ethical and people issues before they magnify
<p>Demonstrate Accountability <i>Take responsibility for own actions, commit to safety, and act in line with legislation and policy</i></p>	<ul style="list-style-type: none"> ✓ Is prepared to make decisions involving tough choices and weighing of risks ✓ Addresses situations before they become crises and identifies measures to avoid recurrence ✓ Takes responsibility for outcomes, including mistakes and failures ✓ Coaches team members to take responsibility for addressing and resolving challenging situations ✓ Oversees implementation of safe work practices and the risk management framework

2. Relationships

<p>Communicate & Engage <i>Communicate clearly and respectfully, listen, and encourage input from others</i></p>	<ul style="list-style-type: none"> ✓ Presents with credibility and engages varied audiences ✓ Translates complex information concisely for diverse audiences ✓ Creates opportunities for others to contribute to discussion and debate ✓ Demonstrates active listening skills, using techniques that contribute to a deeper understanding ✓ Is attuned to the needs of diverse audiences, adjusting style and approach flexibly ✓ Prepares (or coordinates preparation of) high impact written documents and presentations
<p>Community & Customer Focus <i>Commit to delivering customer and community focused services in line with strategic objectives</i></p>	<ul style="list-style-type: none"> ✓ Demonstrates a thorough understanding of the interests, needs and diversity in the community ✓ Promotes a culture of quality customer service ✓ Initiates and develops partnerships with customers and the community to define and evaluate service outcomes ✓ Ensures that the customer is at the heart of business process design ✓ Makes improvements to management systems, processes and practices to improve service delivery ✓ Works towards social, environmental and economic sustainability in the community/region

Work Collaboratively <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity</i>	<ul style="list-style-type: none"> ✓ Builds a culture of respect and understanding across the organisation ✓ Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams ✓ Builds co-operation and overcomes barriers to sharing across the organisation ✓ Facilitates opportunities to develop joint solutions with stakeholders across the region and sector ✓ Models inclusiveness and respect for diversity in people, experiences and backgrounds
Influence & Negotiate <i>Persuade and gain commitment from others, and resolve issues and conflicts</i>	<ul style="list-style-type: none"> ✓ Builds and maintains professional relationships inside and outside the organisation ✓ Makes a strong personal impression and influences others with a fair and considered approach ✓ Establishes a negotiation position based on a firm grasp of key issues, likely points of difference and areas for compromise ✓ Identifies key stakeholders and tests their level of support in advance of negotiations ✓ Uses humour appropriately to enhance professional relationships and interactions ✓ Pre-empts and minimises conflict by working towards mutually beneficial outcomes

3. Results

Plan & Prioritise <i>Plan and organise work in line with organisational goals, and adjust to changing priorities</i>	<ul style="list-style-type: none"> ✓ Ensures business plans and priorities are in line with organisational objectives ✓ Uses historical context to inform business plans and mitigate risks ✓ Anticipates and assesses shifts in the environment and ensures contingency plans are in place ✓ Ensures that program risks are managed and strategies are in place to respond to variance ✓ Implements systems for monitoring and evaluating effective program and project management
Think & Solve Problems <i>Think, analyse and consider the broader context to develop practical solutions</i>	<ul style="list-style-type: none"> ✓ Is able to draw on wide-ranging interests and experiences when facing new challenges ✓ Thinks broadly about the root of problems before focusing in on the problem definition and solutions ✓ Is able to discuss issues from different angles and project impacts into the future ✓ Considers the broader context when critically analysing information and weighing recommendations ✓ Involves diverse perspectives in testing thinking and solutions
Create & Innovate <i>Encourage and suggest new ideas and show commitment to improving services and ways of working</i>	<ul style="list-style-type: none"> ✓ Encourages independent thinking and new ideas from others ✓ Draws on developments and trends in the industry and beyond to develop solutions ✓ Supports experimentation and rapid prototyping to test and refine innovative solutions ✓ Develops/champions innovative solutions with long standing, organisation-wide impact ✓ Explores creative alternatives to improve management systems, processes and practices ✓ Contributes own knowledge and experience to staff training and development sessions
Deliver Results <i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<ul style="list-style-type: none"> ✓ Sets high standards and challenging goals for self and others ✓ Delegates responsibility appropriately and provides support ✓ Defines what success looks like in measurable terms ✓ Uses own professional knowledge and the expertise of others to drive results ✓ Implements and oversees quality assurance practices

4. Resources

<p>Finance <i>Be a responsible custodian of council funds and apply processes in line with legislation and policy</i></p>	<ul style="list-style-type: none"> ✓ Ensures the design/delivery of services is within budget ✓ Explains the organisation's financial drivers to others in plain language ✓ Evaluates strategic business cases including the relative cost benefits of direct provision or purchase of services ✓ Models the highest standards of financial probity, demonstrating respect for public monies and other resources ✓ Promotes the role of sound financial management and its impact on long term financial sustainability ✓ Seeks and applies specialist financial advice to inform decisions
<p>Assets & Tools <i>Use, allocate and maintain work tools appropriately and manage community assets responsibly</i></p>	<ul style="list-style-type: none"> ✓ Considers council and community assets in the design/delivery of services ✓ Facilitates and monitors appropriate deployment of assets and tools in line with community priorities ✓ Implements and monitors compliance with asset management and maintenance plans and policies
<p>Technology & Information <i>Use technology and information to maximise efficiency and effectiveness</i></p>	<ul style="list-style-type: none"> ✓ Implements appropriate controls to ensure compliance with information and communications security and use policies ✓ Implements and monitors appropriate records, information and knowledge management systems ✓ Seeks advice from technical experts on leveraging technology to achieve organisational outcomes ✓ Stays up to date with emerging technologies and considers how they might be applied in the organisation
<p>Procurement & Contracts <i>Understand and apply procurement processes to ensure effective purchasing and contract performance</i></p>	<ul style="list-style-type: none"> ✓ Ensures that organisational policy on procurement and contract management is implemented ✓ Applies knowledge of procurement and contract management risks to decisions ✓ Ensures others understand their obligations to manage and mitigate risks in procurement ✓ Implements effective governance arrangements to monitor provider, supplier and contractor performance ✓ Represents the organisation in resolving disputes with suppliers and contractors

5. People Leadership

<p>Manage & Develop People <i>Engage and motivate staff, develop capability and potential in others</i></p>	<ul style="list-style-type: none"> ✓ Knows the individual strengths, weaknesses, goals and concerns of members of the team ✓ Fosters high performance through effective conversations and feedback and by providing stretch opportunities ✓ Identifies and develops talent across the organisation ✓ Coaches and mentors staff to foster professional development and continuous learning ✓ Implements performance development frameworks to align capability with the organisation's current and future priorities ✓ Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way
<p>Inspire Direction & Purpose <i>Communicate organisational goals, priorities and vision and recognise achievements</i></p>	<ul style="list-style-type: none"> ✓ Translates organisational vision and strategy into operational goals to help staff understand their own contribution ✓ Builds a shared sense of purpose through involving people in defining priorities and cascading goals ✓ Regularly communicates progress against business unit and organisational goals ✓ Creates opportunities for recognising and celebrating high performance at the individual and team level
<p>Optimise Workforce Contribution <i>Hire and deploy people effectively and apply sound workforce planning principles</i></p>	<ul style="list-style-type: none"> ✓ Ensures resource management plans effectively distribute people resources in line with priorities ✓ Develops workforce management plans that link to current and future organisational priorities and objectives ✓ Uses talent management processes to guide learning and development investment and to allocate critical roles ✓ Recruits capable people with varied backgrounds, styles and strengths

Lead & Manage Change *Initiate, support and champion change, assist others to accept and engage with change*

- ✓ Translates change initiatives into practical strategies, including the role of staff in implementing them
- ✓ Analyses the change context to identify the level of consultation and involvement required from staff and stakeholders
- ✓ Develops appropriate approaches to involve staff and stakeholders at various stages of the project
- ✓ Implements structured processes to manage structural, system, process and cultural barriers to change
- ✓ Provides coaching and leadership in times of uncertainty and difficulty for staff