Position Title	Team Leader Library
Department	Community Services
Unit	Community and Cultural Services
Team	Library Services
Supervises	Branch Team Members
Reports To	Coordinator Branch Libraries
Grade Range	Grade G
Date Prepared	16/05/2016
Date Last Updated	24/10/2024

Our Vision & Values: A leading organisation that collaborates & innovates

We are committed to **safety**

We work as one **team**

We act with **integrity**

We care about our **customers**

We **continuously improve**

Primary purpose of position

Plan, develop, budget, implement and review Library Services with the Library Management Team to deliver a Library Service that meets the community needs and provide leadership and management of the Branch Library.

Accountabilities

- Support the Library Service Management Team by providing leadership and guidance with relation to people management processes including recruitment, development and performance improvement;
- Lead and supervise the lending services function of the library and co-ordinate rostering of staff within teams and/or in other teams when required;
- Establish, foster and maintain positive working relationships and communications with internal and external customers;
- Modify, adapt and improve service delivery by maintaining an awareness of current trends in public libraries;
- Manage the service desk, respond promptly and positively to physical, electronic and telephonic patron enquires to ensure high level customer satisfaction and seek assistance from specialist library staff as required;
- Ensure that all library space, facilities, resources and equipment are provided to support educational, research andlearning activites in the library;
- Develop, review and implement annual Library Action Plan / Budget and Collection Development;
- Contribute to the review of collection development profiles for lending collections, liaise with the Team Leader Collections & Assets to ensure the provision of appropriate collections for the community;
- Coordinate the receipt of new stock, monitor collection use, make collection recommendations and manage the branch stock withdrawal program undertaken to agreed standards according to Collection Development Policy guidelines and procedures;
- Participate in and contribute to the City Purpose and Ambition for the Canterbury Bankstown Library Services;
- Plan, coordinate, deliver and evaluate a range of high quality library services, programs and marketing, meeting the life-long learning and cultural needs of our community;

- Follow and implement defined WHS and risk management policies and procedures internally and externally and;
- Other tasks as required.

Team Leader Library

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – People Leader Profile 2		
Capability Group	**Capability Name**	**Level**
Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
Relationships	**Communicate and Engage**	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
Results	**Plan and Prioritise**	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Advanced
Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
People Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Display Resilience	Adept	• Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives direct and honest feedback/ advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations
Personal Character		
Safety and Accountability	Advanced	• 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 management framework
Relationships		
Communicate and Engage	Advanced	• 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

Relationships

Work Collaboratively	Advanced	• 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

Results

Plan and Prioritise	Advanced	• 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

Results

Innovate and Improve	Adept	• Produces new ideas, approaches or insights • Analyses successes and failures in the organisation for insights to inform improvement • Identifies ways in which industry developments and trends impact on own business area

		• Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation • Identifies, shares and encourages suggestions for organisational improvement • Experiments to develop innovative solutions
Resources		
Technology and Information	Adept	• Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements
People Leadership		
Lead and Manage Change	Intermediate	• Promotes change initiatives and helps the team to understand the purpose and benefits • Provides guidance and support through change processes • Initiates improvements to work systems, processes and practices in consultation with team members • Ensures work procedures support changes • Identifies potential barriers to change and takes steps to address them

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualification in Library and Information Science allowing professional membership of ALIA or other relevant tertiary qualifications appropriate to this position.
- Working with Children Check
- Class C Drivers License

Essential Experience

- Extensive knowledge of public library operations in a cross-cultural customer service environment with ability to develop and deliver high quality library & information services;
- Proven people management and supervisory experience in a public library or similar customer service enrironment including successfully leading, motivating and developing a high performing customer focused team;
- Proven high level communication and interpersonal skills, including report writing, policy development, problem solving, conflict resolution and effective complaints handling skills and experience;
- Experience in marketing and promotion;
- Experience in monitoring financial resources;
- Experience in contributing, developing and implementing strategic and operational plans;
- Understanding of current issues and trends in the library industry;
- Knowledge of EEO principles, Privacy and Information Act and;
- Experience in coaching, supporting and developing the knowledge and skills of team members.

Desirable Qualifications and or Experience

- Previous leadership experience

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☑	☐
Does this position require incumbent to undergo criminal reference check?	☑	☐
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☑	☐
Will incumbent need to make disclosure of pecuniary interest?	☑	☐
Could there be a conflict of interest with secondary employment?	☑	☐