

POSITION REQUIREMENTS

NAME:

POSITION: Team Leader Operations

CLASSIFICATION: Band 5

APPOINTMENT: Permanent Full Time

DEPARTMENT: Public Participation

DATE APPROVED: August 2024

ORGANISATIONAL VALUES

Our RISE values set the expectations for all interactions we have with each other and the community, they guide our decision making and influence our culture.

Respect. I promote connection and fairness. I treat others the way I would like to be treated. I build effective and productive relationships, communicate positively, and seek to understand the interests and perspectives of others.

Integrity. I act with honesty and trust. I do the right thing even when no-one is watching. I take responsibility for my actions, act with integrity, and am trusted to do what I say I am going to do.

Service. I am community focussed, accessible, valued by customers and colleagues. I am committed to a high-quality service for our internal team members and external customers. I actively listen, seek to understand, anticipate, and respond to all customer requirements. I create an environment that is inviting to everyone and encourages interaction.

Empower. I am supportive, innovative, and inclusive of diversity and thought. I continuously learn, am agile and willing to consider change. I encourage collaborative communication and active participation, the sharing of ideas and empower others to contribute. I demonstrate adaptability and flexibility to find solutions to support our community and consider different perspectives to create process improvements leading to innovation.

POSITION OBJECTIVES

The Team Leader Operations is responsible for ensuring quality library services at their branch by coordinating and leading a team of library officers and supervising operations so as to develop informed, connected and inclusive communities.

KEY RESPONSIBILITY AREAS

Service delivery

Contribute to the achievement of the Library Plan and its goals and objectives.

Contribute to the development and achievement of organisational and team goals.

Contribute to the development of a culture of quality, best practice and customer focus.

Deliver a range of quality branch library services, encompassing:

- Branch staff resources and training;
- Branch administration, including building maintenance;
- Branch operational management;
- Library policies and procedures.

Demonstrate leadership in Branch and manage the provision of the above services on a day-to-day basis.

Contribute to the review of systems and processes within the Branch to provide flexible and responsive service delivery that meets client expectations.

Participate in the provision of professional and customer oriented library and information services and floor duties as required.

In conjunction with appropriate staff, contribute to the evaluation and development of Branch library collections and services.

Assist in the promotion of branch library services, and provide formal and informal user education

Develop sound working relationships with and effectively liaise with external parties including Council departments and other community groups and organisations.

Support the delivery of in person and online programs.

Operations

Deliver branch library services that meet client expectations, and in conjunction with the Branch Manager to ensure that the Branch operates with a focus on cost-effective, high quality customer service delivery and commitment to continuous improvement principles.

Contribute to the development of library policy and provide advice to the Branch Manager and Senior Managers of the organisation, with particular reference to branch operational issues.

Manage the building to facilitate optimum use and to maintain staff and customer safety.

Ensure the maintenance of the collection and IT facilities to a high standard.

Staff

Train and develop library staff.

Provide a work environment to enable staff to develop job competencies and achieve professional goals.

Assist staff to adapt to change and promote a positive attitude to change.

Responsibilities and duties included in this Position Description are subject to the Multi skilling provisions of the Yarra Plenty Regional Library Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Branch Manager
Supervises:	All branch officers and volunteers located within their site of operations
Internal contacts:	Team Leaders Coordinators All staff
External contacts:	Community groups and agencies Member Council departments Other library services

ORGANISATIONAL CONTEXT

Branch Libraries are the delivery point for library services and form important partnerships with local community groups, organisations, schools, and work with Member Councils to provide collections, programs and services to achieve the library's vision of informed, connected, inclusive communities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the Branch Manager for:

Efficient and effective operation of the branch library within pre-determined budgetary, quality and time constraints.

Effective day-to-day supervision of branch staff.

Effective leadership and guidance in the achievement of library goals.

The Team Leader's authority and freedom to act is subject to clear guidelines.

The incumbent fully briefs the Branch Manager on all issues of operational importance and issues which may impact on customer service, cost or time schedules.

JUDGEMENT AND DECISION MAKING

Decisions made by the position impact on the nature and quality of branch services, and on local community perceptions of those services.

The objectives of the work are usually well defined but the particular approach to be used may be selected from a range of available alternatives. The work may involve solving problems, using established procedures and guidelines, and prior professional and technical knowledge. Independent judgement may be required but guidance and advice would usually be available within the time required to make a choice.

Guidance and advice is always available from the Branch Manager within time to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

Experience in the delivery of branch library services to the general public.

Ability to understand concepts and principles of library services, in particular, an understanding of branch services and of their role and function within the organisation.

Knowledge and understanding of the local community.

Awareness of the trends in library and information services and the ability to apply or modify these to satisfy local community requirements.

Ability to provide effective professional information and reader guidance service.

Ability to contribute to effective collection development and maintenance.

MANAGEMENT SKILLS

Ability to lead, supervise and motivate staff.

Ability to undertake user education.

Ability to manage time and establish priorities within allocated resources and, in appropriate circumstances, that of other employees, to achieve set objectives efficiently and within a set timetable.

Knowledge of and ability to implement people management practices including those relating to Equal Employment Opportunity, Occupational Health and Safety and training and development.

INTERPERSONAL SKILLS

Sound, friendly, helpful and efficient communication skills.

Ability to gain the co-operation of others.

Commitment to the development and empowerment of staff.

Public relations and public speaking skills.

Support for the achievement of team objectives before individual goals.

Strong commitment to the provision of quality customer focused services.

QUALIFICATIONS AND EXPERIENCE

Prerequisites:

Provision and maintenance of a clear Working with Children Check.

Provision and maintenance of a Satisfactory National Police check during the recruitment process and at regular intervals throughout employment with the organisation. An unsatisfactory assessment may result in an offer of employment being withdrawn.

Essential:

Tertiary qualifications in Librarianship recognised by ALIA or relevant tertiary qualification.

Some experience in the delivery of branch library services in a public library.

Valid Victorian driver's licence.

RISK MANAGEMENT

This position must:

Report identified hazards that may pose a risk to employees or the public, and/or may give rise to an insurance claim. Inspections should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson.

OCCUPATIONAL HEALTH & SAFETY AND EQUAL OPPORTUNITY RESPONSIBILITIES

All employees are required to:

Comply with all OH&S policies, procedures and requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All employees are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where requires.

Comply with Equal opportunity, Bullying and Workplace Violence Prevention, and Sexual Harassment Prevention policies, procedures and requirements and undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behaviour and discrimination.

Comply with the employee Code of Conduct.

SELECTION CRITERIA

Tertiary qualifications in Librarianship recognised by ALIA or relevant tertiary qualification.

Ability to promote and deliver quality and customer focused branch library services.

Demonstrated successful people management skills to lead, supervise and motivate staff.

Demonstrated sound oral and written communication skills.

Demonstrated ability to develop and empower staff.

Demonstrated ability to deliver quality and customer focused information and reader guidance services.

Public relations and public speaking skills and ability to influence to gain cooperation of others.

Understanding of current trends in the provision of public library services.

Demonstrated ability to undertake user education.

Demonstrated ability to contribute to the development and management of collections.

Current Victorian drivers' licence and requirement to provide own transport.

Provision of a satisfactory National Police Record Check and Employment Working with Children Check.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of office desk and keyboard based duties.

Task	Performed Often (5+ times in one shift or sustained for 30 minutes)	Performed Sometimes (Less than 5 times in one shift)	Never / Rarely Performed
Passive			
Keyboard duties	✓		
Reading Task	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs			✓
Driving a car			✓
Manual Handling			
Lifting / carrying < 20kg		✓	
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys		✓	
Bending, squatting or reaching		✓	
Repetitive arm / wrist movements	✓		
Bending or twisting spine		✓	
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing		✓	
Sensory			
Fine Hand Coordination	✓		
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
Emotional			
Exposure to challenging conversations and behaviours		✓	
Dealing with grief and loss			✓
Communicating with elderly patrons		✓	
Communicating with Non-English speaking persons		✓	
Providing empathy and support		✓	

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

I have read the Position Description for the Team Leader, Operations. I understand and agree to all requirements within.

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Signature

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Date