

# Position Description

## Library Branch and Facilities Team Leader (16303)

### Position details

Group:	Community and City Services
Branch:	Libraries, Recreation and Waterways
Reports to title:	Coordinator Library Services
Position No:	16303
Classification:	Class 5
Financial management	Nil
Total people:	3 (2.3 FTE)

Positions directly reporting into the Library Branch and Facilities Team Leader:

- Community Hubs Officer (1 FTE)
- Customer Service Library Technician (0.5 FTE)
- Branch Support Technician (0.8 FTE)

Primary skill pool:	Leadership and People Management
Secondary skill pool:	Education

### Team context

The Community and City Services Division puts people, families and community at the forefront of our work. It strives to ensure that Melbourne is a city for all, one that is liveable, healthy and vibrant and meets the needs of a diverse and growing population. By providing high quality information, services, programs and spaces for our community and our customers, we are building strong, connected and engaged local communities that have the tools they need to meet their potential at all stages of life.

The Libraries, Recreation and Waterways Branch aims to offer inclusive spaces, resources, services and programs that link our communities and help them pursue a healthier, more active lifestyle while fostering creative and learning opportunities.

The Branch vision is to be a global leader inspiring people to be more active and engaged in their everyday life.

Main areas of emphasis include Managed Growth, Inclusion and Access, Leadership, and Enhanced Customer Experience while promoting and incorporating the values of the Fair Access Sport and Recreation Allocation and Use Policy. Through our Future Libraries Framework, emphasize the principles of Aboriginal Knowledge, Strong Social Access and Equity, and a Thriving City.

Amenities encompass the oversight and upkeep of the Council's Docklands Waterways and its community buildings and berths, sports fields and pavilions, aquatic and recreation amenities, skate and BMX parks, community centres and libraries.

City of Melbourne libraries operate from a number of sites throughout Melbourne. Positions are located at any location as are reasonably necessary and may change, depending on the nature of CoM's business.

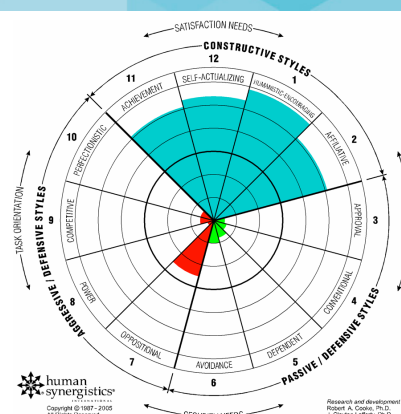
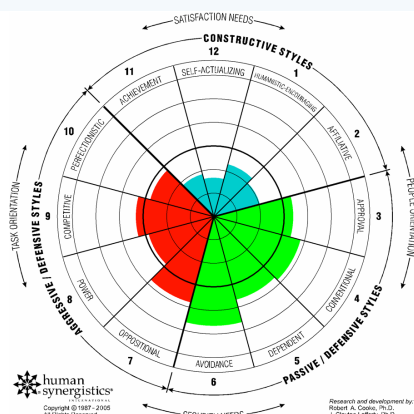
### Culture and Values

CoM aspires to a culture which is humanistic and encouraging, self-actualising, affiliative and achievement focused. We focus on culture because we know that a constructive culture is good for our wellbeing as well as our ability to deliver high quality outcomes.

We measure our performance against the desired culture using the Human Synergistics tool, the "Organisational Culture Inventory" (OCI).

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Our ICARE values (integrity, courage, accountability, respect and excellence) are the foundation for our behaviour for ourselves and our teams.



### INTEGRITY

Be honest and reliable, have integrity



### COURAGE

Speak up, have courage, make things happen



### ACCOUNTABILITY

Act with accountability, be responsible for what you do and how you do it



### RESPECT

Be inclusive, stay open, value every voice, establish respect and collaborate



### EXCELLENCE

Display excellence, work with energy and passion achieving the best results

## Position purpose

The Library Branch and Facilities Team Leader is responsible for managing a library branch to ensure it operates as a welcoming, safe, and vibrant community space. The role leads staff in delivering high-quality customer service, oversees daily operations including staffing, facility presentation, collections, IT infrastructure, stakeholder engagement and tenant management, and contributes to strategic planning for site improvements. Additionally, the role coordinates safety initiatives across the library service to maintain a safe environment for staff and visitors.

This role is part of the Library Leadership Team, contributing to the development and delivery of a world-class library service through strategic leadership and continuous improvement, including policy development and long-term planning.

## Position accountabilities

All CoM People Leaders will be influential leaders accountable for:

- Leading your people with the values at the centre of everything you do.
- Creating and maintain a constructive culture where you personally and your team display the styles of achievement, self-actualising, humanistic, encouraging and affiliative behaviours.
- Attracting, developing and retaining outstanding employees who share our values and ambitions to be a leading organisation for a leading city.
- Leading, guiding and managing the team to foster a performance based culture and drive accountability and excellence in outcomes through coaching, mentoring and empowering team members and direct reports to develop and perform at a high level, and as an effective team.

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- Efficiently and effectively manage the team's budget
- Being a strong team player, working collaboratively and constructively across the organisation and externally to deliver shared outcomes.
- Respecting the values of the community and appreciating the diverse skills, values and backgrounds of employees.

In addition, the Library Branch and Facilities Team Leader will be accountable for:

- Overseeing daily branch operations, including staff rostering, financial procedures, customer service delivery, and resolution of complex customer service issues.
- Managing building maintenance, cleaning, safety and security, and ensuring facilities are well-presented and functional.
- Maintaining accessible collections and IT infrastructure to support community needs.
- Building and sustaining strong relationships with internal and external stakeholders, including tenants, community organisations, and service providers.
- Representing the branch at forums and leading monthly staff meetings to support communication and continuous improvement.
- Leading safety initiatives across the library service, including OHS inspections, Health and Safety Representative meetings, procurement of safety equipment, and regular review of incident and emergency procedures.

### Environment: communication and judgment

#### *Communication:*

The Library Branch and Facilities Team Leader requires clear verbal and written communication skills to liaise with the public and community organisations, to work with members of the senior staff team and with subordinates. They are required to provide clear correspondence and reports and have the ability to maintain statistics and records. The role must have the ability to communicate and influence many internal and external stakeholders.

#### *Judgement:*

The Library Branch and Facilities Team Leader makes all day to day operational management decisions necessary for the effective discharge of their responsibilities. A level of autonomy is exercised, such as would be expected of a member of the Library Services Team.

The Library Branch and Facilities Team Leader uses judgement gained from experience in order to influence decisions or solve problems affecting the operation of the library branch and customer experience. More complex problems are discussed with a senior manager and recommendations are provided for consideration.

### Selection criteria

All CoM People Leaders will demonstrate:

- Leadership capability including leading by example and consistently working towards a constructive culture.
- Ability to articulate and demonstrate benefits of positive culture and values.
- Demonstrated experience in leading a team to achieve high performance outcomes with coaching skills to develop team capabilities, team cohesion and the ability to effectively manage conflict and under performance.
- Analytical and lateral thinking skills and the ability to take the initiative, drive change and implement innovations
- Inter-personal, negotiation and persuasion skills with the ability to use discretion and judgement.

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- Demonstrated ability to develop, manage and maintain business plans and associated budgetary and financial management requirements
- Proven experience effectively managing issues within a highly political and complex environment

In addition, the Library Branch and Facilities Team Leader will require:

- Tertiary qualification in Librarianship, Management, or a related discipline, or a minimum of five years of relevant professional experience.
- Demonstrated experience in developing, implementing, and reviewing library policies and procedures.
- Proven ability to build and maintain effective relationships, partnerships, and networks with internal teams and external stakeholders.
- Ability to provide advice on safety, emergency response procedures, and resolve complex customer behaviour.
- Experience in leading and managing staff in an operational environment; knowledge of rostering practices is an advantage.
- Excellent written and verbal communication skills, with the ability to engage and collaborate with a diverse range of stakeholders.

### Inherent Physical Requirements

The reference to the Inherent Physical Requirements for this position is DM# [9330877](#)

### The Way We Work

Our leaders are core to realising our vision of a leading organisation for a leading city. CoM leaders drive a workplace that is stimulating, constructive, flexible, diverse and inclusive and enables achievement of high quality outcomes for the Council, customers and our community. We recognise that a constructive culture brings out the best in our people. We strive to meet the demands of our employees' professional lives while they can accomplish their priorities outside of work and have a positive work life balance.

Our leaders strive to make our organisation agile, with the ability for our work teams to adapt and change based on the evolving needs of CoM. To keep pace with our customers and our changing city, we need a resilient, adaptable, accountable, diverse and inclusive workforce that reflects our community and is committed to excellence.

We establish challenging but realistic goals, develop plans to reach those goals, pursue them with enthusiasm, and are accountable for their achievement. We want our employees to get enjoyment from their work, develop themselves, and take on new and interesting activities whether they are within CoM or outside of CoM. We want our workforce to be supportive, helpful and open in their dealings with each other, through open communication, cooperation, and the effective coordination of activities.