

# Position Description

**POSITION TITLE:** Team Leader Library Services  
**DEPARTMENT:** People and Community Services  
**REPORTS TO:** Manager Community Services  
**DATE PREPARED:** 22/08/2022

**POSITION NO:**  
**GRADE:** 4

**DATE REVISED:** 08/07/2026

## POSITION CONTEXT

Bogan Shire Council is committed to providing a comfortable country lifestyle by progressively improving the level of appropriate facilities and services and encouraging growth and economic development that is responsive to the needs of the community.

This position contributes to Council's goals by supporting an informed, connected, and resilient community through the delivery of professional, friendly, and customer-focused library services. The Bogan Shire Library provides a high-quality community facility offering educational, social, and recreational experiences for families, children, young people, adults, and seniors.

As part of the North Western Library Co-operative, the Bogan Shire Library operates within a shared regional service model, with strategic library management provided by the Library Manager located in Warren. The Team Leader Library Services ensures the effective local delivery of cooperative library services while supporting Council's commitment to community engagement, service improvement, digital inclusion, and accessible community programs.

## MAIN JOB PURPOSE

The role of the Team Leader Library Services is to:

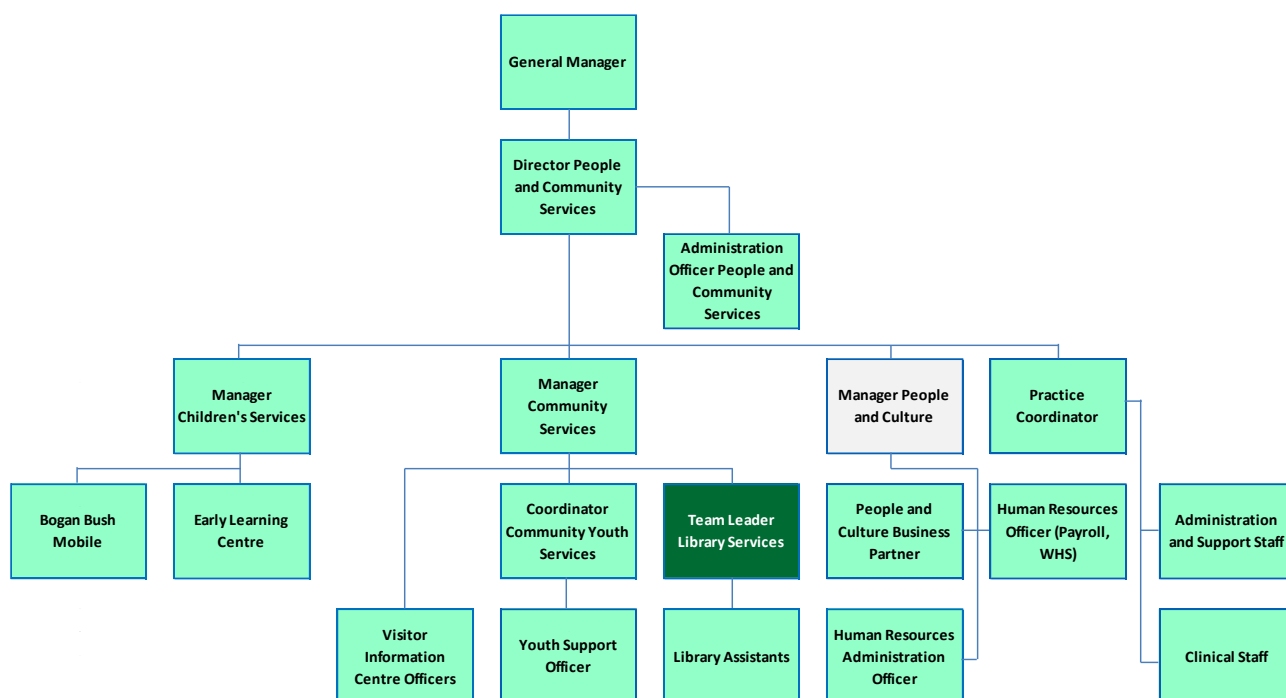
- Oversee daily operations of the Nyngan Library, ensuring high-quality resources, services and community experiences that promote literacy, learning, digital inclusion, and social connection across the Shire.
- Lead, supervise and support the Library Services team, coordinating workflows, guiding staff, and maintaining a positive, customer-focused team culture in consultation with the Manager Community Services.
- Design, deliver and evaluate a diverse range of community programs, including school holiday activities, after-school programs, adult learning sessions and seniors events, tailored to the needs of the Bogan Shire community.
- Prepare Council reports, grant applications, program evaluations and other documentation to support service development, continuous improvement, and the effective operation of the Library within the North Western Library Co-operative.

## COUNCIL VALUES

Bogan Shire Council has seven corporate values that guide our thinking, actions and decision making:-

- Having **respect** for other people.
- Providing responsive **customer service**.
- **Taking pride** in Nyngan and the greater Bogan Shire.
- **Working together** as a team to get things done.
- Being **accountable** for our decisions and actions.
- Acting with **integrity and honesty**.
- Demonstrating **strong leadership**.

## DEPARTMENTAL STRUCTURE



## KEY ACCOUNTABILITIES

The Team Leader Library Services has the following specific accountabilities in this role:

### Library Operations & Customer Service

- Maintain Council's values and high customer service standards through prompt, professional and courteous responses to counter and phone enquiries, ensuring the circulation desk is attended at all times.
- Ensure the Library environment is welcoming, organised, visually appealing and accessible, with resources presented in a manner that supports ease of use for families, children, seniors, and visitors.
- Liaise with the North Western Library Co-operative to coordinate the acquisition, cataloguing, rotation and annual stocktake of library resources, ensuring gaps are identified and addressed and services align with State Library NSW guidelines.

### Team Leadership & Supervision

- Provide day-to-day supervision of Library Assistants, gap year students and casual Community Services staff, coordinating rosters, monitoring performance, and ensuring timesheets are completed accurately and on time.
- Lead and role-model behaviour that supports a team-based, inclusive and customer-focused culture, encouraging innovation, professional development, positive values, and performance excellence.
- Support staff in delivering programs, services, and community activities, ensuring consistent service standards and safe, effective work practices.

### Community Engagement, Programs & Events

- Design, develop and coordinate a diverse range of community programs including school holiday activities, after-school programs, adult learning sessions, seniors events, story time, Book Week activities and other initiatives aligned with State Library guidelines, Council's priorities, and local community needs.
- Promote library programs through effective communication channels, partnerships, and community networks, ensuring activities are accessible, inclusive and well-attended.
- Evaluate programs and activities, collecting feedback and data to inform continuous improvement, future planning, and grant reporting requirements.

### **Administration, Reporting & Compliance**

- Undertake general administrative duties including daily processing, receipting and reconciliation of cash sales, message taking, emailing, filing, and maintaining accurate records associated with library operations.
- Prepare routine Council reports, grant applications, program evaluations and other documentation for the Manager Community Services and Director People and Community Services, supporting Council reporting requirements.
- Assist with budget monitoring, grant expenditure and service planning, ensuring compliance with Council policies, State Library NSW guidelines and relevant legislation including privacy, child safety and WHS requirements.

**NOTE:** Employees may be required to undertake duties within the limits of their skill, competence, and training, consistent with their grade level, in any role or area of Council.

### **KEY SELECTION CRITERIA**

#### **Essential:**

1. General knowledge of library operations and customer service, with the ability to work confidently with cataloguing systems, circulation processes and other library information systems, supported by sound office technology skills and the capacity to complete administrative tasks accurately and efficiently.
2. Strong interpersonal skills with the ability to build effective working relationships, work independently with minimal supervision, contribute positively within a team environment, and promote a culture of service excellence.
3. Proven supervisory skills with the ability to coordinate the efforts of others, support performance excellence and foster a positive, customer-focused team culture.
4. Demonstrated well-developed organisational skills to manage competing priorities, plan daily / weekly / monthly tasks, monitor progress and meet deadlines.
5. Attention to detail and analytical skills, with the ability to research, plan, problem-solve and develop options and recommendations for issues arising in library operations or program delivery.
6. Clear and effective communication skills, both verbal and written, including the ability to prepare routine reports, grant applications, program documentation and correspondence in a professional and accurate manner.
7. Proficient computer literacy, including data entry, Microsoft Office (Outlook, Word, Excel), Canva, online ordering, and the ability to adapt to library management and information systems and software.
8. Tertiary qualifications at AQF Level 2 (Certificate II) in Library and Information Services or a relevant discipline **OR** equivalent specialised skills training **AND** experience in customer service, community service or administrative/data management work.
9. Current Class C, P1 or P2 driver licence or eligibility to obtain.
10. Current Working With Children Check clearance.
11. Australian residency or valid visa permitting permanent employment in Australia.

#### **Desirable:**

1. Current First Aid Certificate.
2. Previous Library experience.
3. Previous Customer Service experience.
4. Experience in stock ordering, receipting, or cataloguing.
5. Experience working in Local Government.

## CONDITIONS

→ WHS Accountabilities and Responsibilities – this role is a designated 'Officer' role as defined under the WH&S Act 2011, with six (6) essential elements requiring an officer to:

- Acquire and keep up to date knowledge of WH&S matters.
- Gain an understanding of the operations of the business and the hazards and risks involved.
- Ensure appropriate resources and process are provided to enable hazards to be identified and risks to be eliminated or minimised.
- Ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way.
- Ensure Council has, and implements processes for complying with any legal duty obligation.
- Ensure processes are verified, monitored and reviewed.

### Working With Children Check

This position requires the preferred applicant to sign a "Prohibited Employment Declaration" and have obtained or hold a valid "Working With Children Check" under child protection legislation.

## AUTHORISATION

I hereby agree that this role statement accurately reflects work requirements.

Supervisor: \_\_\_\_\_  
Name Signature Date

Employee: \_\_\_\_\_  
Name Signature Date