



Position Description

Position Title	Branch Coordinator
Position Number	1800,1056, 1067, 3078
Division	Community Sustainability
Department	Libraries and Social Development
Position Status	Full Time
Classification	Band 6
Position Reports to	Team Leader Library Customer Service
Position Supervises	Team Members at branch libraries
Date Reviewed	January 2020

Position Objective

The role of Branch Coordinator is to coordinate the day to day operations of branch libraries, ensuring high quality, customer focused services and programs are provided to all library customers.

To build a strong brand for Kingston Libraries creating a vision of a Living breathing community destination where the people of Kingston can read, connect, grow and just be.

This position will be responsible for a specialist role within the Library Service, which involves developing and overseeing the implementation of specialist programmes within the service to meet the diverse needs of customers.

The primary accountability of the role is the quality of service, collection and information provided to customers at the branch libraries and the effectiveness and quality of specialist programs within the library service.

Key Responsibilities

1. People Leadership

- Lead Library customer service employees to develop an effective, cooperative and cohesive work team who are committed to providing a quality customer focused service and programs to all customers
- Provide specialist expertise, training and advice to employees around customer service and programs
- Supervise employees, undertake rostering, administration, coordination and communication of library operations
- Liaise with Coordinators and all Team Leaders in Libraries and Social Development (LSD) to initiate the development and delivery of resources, programs and marketing to ensure they are focused on identified community needs
- Ensure employees are aware and comply with City of Kingston OHS requirements and all applicable legislation
- Develop, plan and deliver coaching and training programmes for staff in areas of specialist knowledge

2. Library Customer Service Coordination

- Provide specialist advice and support to Team Leader, Library Customer Service and Team Leader, Library Partnerships & Engagement concerning Library Customer Service
- Coordinate and undertake customer service and circulation rostered shifts, including evening and weekend work, ensuring services are of a high standard and meeting the needs of information, recreational and reading of Library Services customers
- Ensure that the branch is presented in an open and inviting manner that promotes services, programmes, material and equipment to all customers. The branch should also be kept clean and safe at all times, which will require the coordination of contractors or building maintenance staff to meet all maintenance requirements within the branch
- Develop, coordinate and promote specialist service/s and a range of specialist programmes (within an agreed and approved programme plan) targeted to meet the identified interest areas and needs of the Kingston community
- Receive and respond to customer feedback within the branch in a timely manner, providing follow-up where required and reporting on action taken
- Ensure the timely maintenance of all electronic equipment within the branch libraries to maximise usage and availability of equipment for customers.
- Use computer applications including Library Management System (LMS), word processing and spread sheeting to collate information and produce high quality documents
- Ensure that the Library's collections adhere to the Library Service Collection Policy and deliver cost effective and customer driven browsing collections.
- Manage allocated budget
- Carry out research in the community and utilise other sources of data to assess the needs of library users
- Maintain awareness of the current and future trends in the use of resources for the delivery of library services and to ensure that the Library Service is adopting appropriate and forward-looking policies, practices and resources.

2. Administration

- Undertake a range of administrative tasks to ensure the branch libraries operates efficiently and harmoniously
- Administrative responsibilities include:
 - Internal communications;
 - Coordinate the movement of timesheets and other documentation such as WorkCover certificates/ claims
 - Keeping accurate employee records of attendance and in lieu arrangements
 - Collecting monies

3. Continuous Improvement

- Provide input into the development of library programs, policy, procedures and practices
- Provide leadership and direction to the branch and appropriate specialist teams, by reviewing work practices, coaching, utilising effective communication strategies, evaluating performance, identifying and coordinating training & development needs and other activities to assist the team operate at 'best practice' standards
- Actively participate in library management meetings by formally providing input to review systems, programs and processes within the service to ensure flexible and responsive service delivery that meets and exceeds customer expectations
- Contribute to the development and implementation of an ongoing Strategic Plan and ensure the achievement of financial, quality, customer services and best value targets.
- Assist the Team Leader, Library Customer Services to develop, document and implement service wide policies, procedures and practices.
- Assist the Team Leader Library Partnership & Engagement in strategic programming and marketing of services to non-customers and customers

1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- NIL

The incumbent has delegated authority for:

- NIL

The incumbent is responsible and accountable for:

- Providing specialist expertise, training and advice to staff in library customer service
- Leading the provision of excellent Customer Service Standards
- Providing input into the development of library policy, procedures and practices
- Providing input into the development of region wide programming and branding
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- Delivering cost effective and customer driven collection development, as appropriate
- Researching and delivering relevant specialist services and programs

Authority to:

- Ensure that the Library's collections adhered to the Library Service Collection Policy
- Supervise staff, undertake rostering, administration, coordination and communication of library operations
- Provide leadership and direction to the branch and appropriate specialist teams, by reviewing work practices, coaching, utilising effective communication strategies, evaluating performance, identifying and coordinating training & development needs and other activities to assist the team operate at 'best practice' standard

2. Judgment and Decision Making

The incumbent is accountable for:

- Judgement is exercised within the framework of clear, well defined operational and budgetary guidelines, provisions of relevant Acts, regulations, Codes and Council policies and procedures.
- The incumbent's decisions will have a significant effect on the performance individual business units and the Council as a whole and is subject to general supervision and review.
- Analytical and investigative skills are applied to policy development with freedom to act prescribed by a more senior position
- Guidance and advice are usually available

3. Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Delivery of library services and public library operations
- Delivery of high-quality library programs to meet community need
- Theory and practice of library and information science
- Library management systems (LMS)
- Objectives and operational issues associated with the efficient and effective management of library materials

4. Management Skills

The following management skills are required to be utilised:

- Lead and coordinate the day to day operations of branch libraries
- T Ensure that quality of service and information is provided to customers
- Ensure the effectiveness and quality of specialist programs within the library service
- Ensure that the Library's collections adhere to the Library Collections Policy and deliver cost effective and client driven collection development
- Plan, organise and supervise activities to make sure resources are used efficiently and effectively to meet planned objectives, administer systems, services, business processes and procedures to ensure business continuity
- The ability to implement HR and OHS and staff development policies and practices
- The ability to assist in the development and management of budgets and service delivery plans

5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Ability to effectively supervise and provide leadership to team members

- Excellent communication and presentation skills
- Problem solving and conflict resolution skills, with the ability to gain cooperation and assistance from team members and customers
- Build and develop positive client relationships

6. Qualifications and Experience

The following qualifications and experience are required for the position:

- Demonstrated experience in supporting public library-based information service delivered across widely distributed locations
- High level Customer Service skills
- Strong leadership skills
- Considerable experience in planning, developing, implementing and evaluating library services
- Tertiary qualifications in Library and Information Management is desirable however not essential – eligibility for membership to ALIA
- Current Victorian drivers' licence

Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

Values and Behaviours	<p>The City of Kingston has six organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are:</p> <ul style="list-style-type: none"> • Future Orientated • Accountable • Expert • Celebrate • Community Centric • Dynamic
Safe Workplace Actions	<p>The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.</p>
Policies and Procedures	<p>The responsibilities of this position are completed in line with all council policies related to the position.</p>
Legislative Framework	<p>The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.</p>
Equal Opportunity & Child Safe Standards	<p>The City of Kingston are an equal opportunity and child safe employer.</p>

Prerequisites

- Undertake and maintain a current National Criminal Records Check
- Valid Right to Work in Australia
- Pre-employment Health Declaration form
- Hold and maintain a Working with Children Check
- Driver's License valid in Victoria
- Reliable comprehensively insured motor vehicle

Inherent Physical Requirements

Substantial manual handling is an inherent physical requirement of this role

The incumbent will be required to frequently bend, lift, squat and carry loads

Use of computer/screen-based equipment is required

Customer interactions may result in challenging situations with require resilience and the ability to provide consistent and effective service.

Equipment	Description of use
Ergonomic assessment of workstation	Minimise effects of long periods of sitting and using a computer
Ergonomic office chair	Minimise effects of long periods of sitting
Flatbed trolley	To move bins of books around the library
Footstools	To sit on to shelve tidy at low shelves and to stand on to reach higher shelves
Electronic book bins	Bin height adjustable to be able to pick up items with minimal spine bend

Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.