



POSITION DESCRIPTION

POSITION TITLE:	TEAM LEADER - CRAIGIEBURN LIBRARY
POSITION NO:	100409
DIVISION:	COMMUNITY SERVICES
DEPARTMENT:	COMMUNITY STRENGTHENING
SECTION:	LIBRARIES
STATUS:	PERMANENT FULLTIME
CLASSIFICATION:	BAND 6
OCCUPANT:	VACANT
LOCATION:	AT A LIBRARY WITHIN THE HUME COMMUNITY (PRESENTLY LOCATED AT CRAIGIEBURN LIBRARY)
DATE:	JANUARY 2020

POSITION OBJECTIVE(S):

- Actively participate in the planning and general leadership of Hume Libraries through the Library Leadership Team;
- Support the delivery of library and learning activities to the Hume community;
- Ensure the delivery of all localised library services are high quality, high performing, relevant and responsive to the needs of the local communities;
- Lead the branch specific delivery of high quality library services to the Craigieburn and surrounding catchment communities, including day-to-day operations and program delivery;
- Provide inspirational leadership to the Hume Mobile Library and all associated partnerships and collaborations;
- Build and maintain effective, positive collaborative relationships with all stakeholders in the building in which the library is situated.

KEY RESPONSIBILITIES AND DUTIES:

1. Leadership:

- Inspire, lead, direct, motivate and develop branch staff at the Craigieburn library including the Hume Mobile library;
- Contribute to the effective management of branch staffing levels;
- Inspire, encourage and establish new opportunities for branch staff when delivering library services within clearly communicated boundaries;
- Ensure branch meetings facilitate and communicate organisational requirements and expectations;

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- Facilitate appropriate decision making within the branch, including problem solving
- Contribute to the effective leadership and management of the Library Leadership Team
- Actively contribute to the planning, development and drafting of all policies, procedures and guidelines for the operations of Hume Libraries, including those related to resources and programs.

2. Daily operations and customer service:

- Liaise with Coordinator Libraries and Research and Administration Librarian regarding appropriate staffing and roster requirements;
- Promote and facilitate the provision of high quality customer service to the Hume community;
- Promote all Hume Libraries services and collections in all formats to the Hume community;
- Facilitate and actively build appropriate, collaborative relationships with all stakeholders in the building in which the library is situated;
- Ensure adherence of staff to approved policies and procedures in order to provide consistent and professional customer service;
- Communicate and interpret library services, policies and procedures to library customers and others in the community;
- Provide an effective and efficient information service to the Hume community;
- Ensure the library, facilities and equipment are maintained to a high standard to enable efficient and effective service delivery and provide welcoming facilities to the Hume community;
- Undertake regular direct customer service duties, including regular evening and weekend shifts;
- Promote and ensure a safe and healthy environment for both customers and staff;
- Respond appropriately to customer feedback.

3. Participation in human resources management:

- Promote and facilitate effective working relationships between staff within the Community Strengthening department;
- Ensure all branch staff are appropriately trained in the provision of friendly, helpful and knowledgeable library services;
- Ensure staff participate in all mandatory training and access relevant discretionary training as required;
- Manage branch staff performance, conduct high quality, appropriate staff performance reviews, including timely submission and facilitate ongoing staff development;
- Supervise those undertaking work placement and work experience within the library;
- Ensure all branch administrative processes are completed accurately and within accepted timeframes, including regular standard reports on branch activities and issues;
- Participate in the recruitment, selection and induction of staff.

4. Participation in resource management, program delivery and library technology accessibility:

- Actively participate in the management of resources across Hume Libraries;
- Actively collaborate with the Coordinator Collections on localised collection maintenance;
- Contribute to the strategic direction of library resource development;



- Actively manage library resources including relocation and withdrawals of materials;
- Actively lead and participate in ad hoc project teams to drive the development of services;
- Work as part of the larger team to provide relevant, attractive and well-maintained collections;
- Assist with the development and delivery of relevant and appropriate library programs, events and activities;
- Ensure operational functionality of all localised technologies, including the Library Management System and RFID functionality, public computers, printing, internet and WiFi accessibility, and associated programming related technology, and report issues to the Coordinator Library Technology.

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ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

Our Hume Values & Guiding Behaviours:

Respect

I will:

- Actively listen and communicate openly with others
- Value individual differences and the contribution of others
- Treat people fairly and ensure others do the same



Customer Focus

I will:

- Take responsibility for delivering services and solutions in a timely manner
- Respond to internal and external customers professionally and respectfully
- Engage with, listen and seek to understand the needs and expectations of the customer/resident

Collaboration

I will:

- Support and assist others by sharing information, knowledge and resources
- Cooperate with others and set and achieve common goals
- Actively participate and contribute to the team

Innovation

I will:

- Explore and act on better ways of doing things
- Be open minded and encourage new ideas from others
- Actively learn and develop to improve the work I do for the organisation

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability, and prides itself on its leadership on a range of environmental issues. Council's Sustainable Environment Department leads Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, guiding action in this area.

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STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & BEST VALUE

Assist in planning and the implementation of service plans in accordance with Council's Service Planning Framework and Best Value requirements.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with the Asset Management Responsibility Matrix (found on the Asset Management Team Site), to ensure Council assets continue to be managed and maintained.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the Hume Work Health & Safety Management Team and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the OHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the OHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the OHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.

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- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check ☒ YES ☐ NO

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check ☒ YES ☐ NO

PRE-EMPLOYMENT MEDICAL CHECK

The incumbent must undergo a Pre-Employment Medical Check

Basic Medical ☒ YES ☐ NO

(including fitness for work and functional capacity assessments and drug & alcohol test)

Audio Test ☐ YES ☒ NO

OTHER DUTIES:

Responsibilities and duties included in this position description are subject to the multi-skilling provisions of the Hume City Council Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Coordinator Library Programs and People
Supervises:	Youth Services Librarian (1), Librarian's (5), Library Technicians (2) Library Technician (Children) (1),, Library Officers (5), Mobile Library Driver (1), volunteers, students
Internal Contacts:	Coordinator Libraries, Coordinator Library Technology, Coordinator Library Collections and Promotions, other library Team Leaders, Manager Community Strengthening, departmental staff, Council staff
External Contacts:	Library customers, community groups, professional library and industry groups

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- All key responsibilities and duties and providing efficient, responsive advice and support to the Coordinator Library Operations and Community Engagement and other members of the Library Leadership Team;
- The provision of high quality efficient and effective day-to-day operations of the library branch;
- Leadership and development of library staff;
- Build and maintain collaborative relationships with other stakeholders in the building in which the library is situated.

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JUDGEMENT AND DECISION MAKING:

The incumbent is responsible for the following:

- The objectives of this position are well-defined, however the incumbent is required to use their technical and professional knowledge and experience to make decisions regarding branch operations, customer service, programs, collections, technology and associated procedures;
- Staff supervision and performance. The incumbent is required to exercise judgement about when to consult his/her supervisor;
- Making decisions and exercise sound judgement to resolve difficult situations and/or behaviour to achieve the objectives of this position;
- Guidance is generally available within the time required to make a decision.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated extensive knowledge of information technology and library applications;
- Demonstrated awareness of the role of public libraries as community resources;
- Demonstrated understanding of the relationship between libraries and local government;
- Comprehensive knowledge of library related resources relevant to the community;
- Sound working knowledge of library related digital resources
- Demonstrated ability to plan effectively, exercise initiative and use independent judgement.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated skills in managing time, setting priorities and managing a number of tasks or projects simultaneously, so as to achieve a broad range of outcomes with minimal direction.
- Demonstrated ability to plan, set and achieve goals and objectives.
- Demonstrated ability to provide support and input to the development, implementation and evaluation of policies, procedures, processes and systems.
- Proven ability in leading, mentoring, managing, and developing a small team to achieve set goals and objectives.
- Ability to effectively manage employees and ensure adherence to Equal Employment Opportunity (EEO) and Work Health and Safety (WHS) legislation, policies and procedures.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Proven ability in developing and maintaining effective working relationships with internal and external stakeholders and staff from diverse backgrounds and cultures.
- Demonstrated ability to gain co-operation, lead small teams and to achieve team outcomes.
- Demonstrated ability to communicate both verbally and in written form to a broad range of people from diverse backgrounds and cultures.
- Ability to identify library customer and stakeholder needs and expectations, decide appropriate action and respond accordingly.
- Proven ability to problem solve and make decisions to resolve difficult situations/issues and present a positive Council image.
- Ability to analyse and report on data and information with accuracy.
- Demonstrated ability to be flexible, innovative, work independently and as part of a team.
- Ability to lead, motivate and train others in new and complex tasks

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QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Tertiary qualifications ensuring eligibility for professional membership of by the Australian Library and Information Association and experience in public library operations, service delivery and library management systems.
- Relevant experience in the management of library teams, including active supervision
- Relevant stakeholder management experience
- Knowledge and enthusiasm for working in modern public libraries and a demonstrated understanding of their role in the community
- Ability to work within the established Library Leadership team structure and positively contribute to the team
- Excellent written and verbal communication skills
- Demonstrated ability to plan, prioritise and organise work within set timelines
- Proficient in the use of all current library management systems, computer applications and software, electronic resources and digital devices
- Experience working in an RFID environment

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TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	√	()
-below 10kgs	()	√		()
Manual handling frequency	√	()	()	()
Repetitive manual work	√	()	()	()
Repetitive bending/twisting	√	()	()	()
Working with arms above head	()	()	√	()
Lifting above shoulder height	()	√	()	()
Using hand tools – vibration/powerful	()	()	()	√
Operating precision machinery	()	()	()	√
Close inspection work	()	()	()	√
Wearing hearing protection	()	()	()	√
Wearing eye protection	()	()	()	√
Working in dusty conditions	()	()	()	√
Working in wet/slippy conditions	()	()	()	√
Wearing gumboots	()	()	()	√
Wearing safety shoes/boots (steel cap)	()	()	()	√
Working with chemicals/solvents/detergents	()	()	()	√
Washing hands with soap (hygiene)	()	()	√	()
Working at heights	()	()	()	√
Working in confined spaces	()	()	()	√
Working in chillers (+4 degrees C)	()	()	()	√
Performing clerical duties	√	()	()	()
Working on a keyboard	√	()	()	()
Driving cars and/or trucks	()	()	√	()
Other (please specify)_____	()	()	()	()

Other special features (e.g. nature of chemicals, travelling requirements, etc.):

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.

The Terms and Conditions in this position description are to be read in conjunction with the Employee Handbook.

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AGREEMENT:

I hereby accept and agree to the duties in this position description. I understand that this position description is to be read in conjunction with the Employee Handbook and I agreed to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Tertiary qualifications ensuring eligibility for professional membership of the Australia Library and Information Association.
2. Ability to lead, motivate and manage a team.
3. Demonstrated experience in library operations and service delivery.
4. Demonstrated knowledge of information technology and library applications.
5. Demonstrated ability to participate in the development, implementation and evaluation of programs, policies, procedures and systems.
6. Demonstrated skills in managing time, setting priorities and planning to achieve a broad range of outcomes for own work and the work of others.
7. Proven ability to problem-solve and reach resolution.
8. Sound written and verbal communication skills and the ability to engage effectively with people of all ages and of diverse backgrounds.
9. Ability to effectively manage employees and ensure adherence to Equal Employment Opportunity (EEO) and Work Health and Safety (WHS) legislation, policies and procedures
10. Current Driver's Licence.



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