

Position Title	LIBRARY SERVICES TEAM LEADER
Department	Community, Cultural and Economic Development
Branch	Libraries and Customer Services
Section	Library Branch Services
Team	Library Services
Award Stream and Level	Community and Environmental Services Level 4
Review Date	October 2022

Our Purpose	Together we proudly enhance the quality of life for our community.
Our Values	Underpin behaviours that support and enable us to work constructively together to achieve our purpose.

1. PRIMARY ROLE:

Provide support and supervision in the operations and functions of the Branch Library team in accordance with best practice and the objectives of the Libraries and Customer Services Branch and needs of the Ipswich community.

Provide operational support to the Library Branch Services Coordinator.

2. ORGANISATIONAL STRUCTURE:

This position reports to the Library Branch Services Coordinator.

The positions of Library Services Librarian, Library Services Officers and Council Connect Officers report to this position.

3. KEY RESPONSIBILITIES:

- 3.1 Provide effective point of need customer services to both internal and external customers, ensuring exemplary customer experience.
- 3.2 Coordinate and evaluate the day to day operational delivery of Library and Council Connect services for diverse audiences, ensuring adherence to guidelines and Council procedures.
- 3.3 Lead, supervise and develop the team to deliver efficient and effective customer focussed services.

Our Values:



COLLABORATION



COMMUNICATION



INTEGRITY



EFFICIENCY



LEADERSHIP

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- 3.4 Provide day to day operational and administrative support and assist with maintenance of relevant facilities, plant, sites or service points.
- 3.5 Apply knowledge and technical skills to facilitate customer access to a range of information, services and resources.
- 3.6 Actively market and promote a range of Libraries and Customer Services', programs and activities.
- 3.7 Measure and report on agreed customer service outcomes utilising established processes and tools and identify opportunities for continuous improvement.
- 3.8 Maintain industry awareness and actively engage in professional development opportunities.
- 3.9 Perform any other duties that are reasonably within the competency, skills and training of incumbent as may be directed from time to time by the position's supervisor.

4. CORPORATE EXPECTATIONS:

- Employees are expected to be familiar with and comply with the Code of Conduct and Council policies and procedures.
- Employees are expected to be familiar with and comply with the Human *Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Participate in planning, hazard identification and risk assessment of work activities
 - Report any new work hazard(s) to your supervisor Undertake work only for which you are competent and skilled
 - Question any actions or decisions that you think are unsafe
 - Follow documented work instructions, control measures and procedures
 - Actively participate in all training provided
 - Correctly use and maintain PPE provided Protect yourself, your colleagues and others
 - Consider safety every day.
- Employees are expected to be familiar with and follow the spirit and content of Council's Diversity and Inclusion Strategy where people feel valued and respected and ideas and perspectives are sought out.

5. QUALIFICATIONS:**Mandatory:**

Relevant tertiary qualifications with relevant proven experience; or substantial experience in the delivery of library/customer services.

Current Queensland "C" class driver's licence.

5a. ADDITIONAL FACTORS:

As Ipswich Libraries is a multi-site service staff will be required to work at different locations

The incumbent may be required to undertake a range of manual handling tasks which may include shelving items, standing for long periods, moving trolleys, setting up for activities, loading and unloading vehicles, moving filled crates and boxes and driving Council vehicles.

Hours of Ipswich Libraries are spread over seven days per week and the incumbent of the position may be required to work outside the normal span of working hours.

6. SELECTION CRITERIA:

The interview panel will select the most suitable applicant for appointment to the position based on the following requirements:

- 6.1 Demonstrated ability to lead and develop a small team in the delivery of library and customer services.
- 6.2 Substantial interpersonal and communication skills, including proven ability to interact positively and effectively with a diversity of customers and other Council officers, modelling a solution-based approach (root cause and analysis).
- 6.3 Substantial skill in providing point of need services to internal and external customers with demonstrated ability to adapt to a range of existing and/or emerging technology platforms and delivery modes.
- 6.4 Demonstrated collaboration, negotiation and time management skills.
- 6.5 Substantial skill in operating independently and cooperatively in a team, with the ability to undertake operational and supervisory responsibilities including but not limited to: report writing, financial management, performance-reporting and staff rostering.
- 6.6 Demonstrated understanding of the principles of content development, management, and access.