**POsition descriptioN**

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| POSITION TITLE: | **Team Leader** |
| DIVISION: | **City Services and Living** |
| DEPARTMENT: | **City Lifestyle** |
| SECTION: | **Libraries** |
| CLASSIFICATION: | **Band 6** |

**POSITION OBJECTIVES:**

The key objectives of the position are:

* Actively participate in the strategic planning and leadership of Hume Libraries through the Library Management Team.
* Support the delivery of library and learning activities that meet the needs of 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 branch teams across multiple sites, for the delivery of high-quality library services to the community and surrounding catchments, including daily operations and program delivery.
* Provide inspirational leadership that fosters a culture of excellence, collaboration and innovation across library teams and associated partnerships.
* Build and maintain effective, positive collaborative relationships with all stakeholders in the building in which the library is situated.

**KEY RESPONSIBILITIES AND DUTIES:**

**Leadership:**

* Inspire, lead, direct, motivate and develop branch staff.
* 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.
* Facilitate appropriate decision making within the branch, including problem solving.
* Contribute to the effective leadership and management of the Library Management 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.

**Daily operations and customer service:**

* Liaise with Coordinator Library Customer Experience and Operations Support and Engagement Officer 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.

**Staff Management:**

* Promote and facilitate effective working relationships between staff within the City Lifestyle 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, Quarterly Checkins, regular checkins , 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.

**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 Library Collections and Technology 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 Wi-Fi accessibility, and associated programming related technology, and report issues to the Coordinator Library Collections and Technology.

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| **ORGANISATIONAL RELATIONSHIPS:** | |
| Reports to: | Coordinator Library Customer Experience |
| Supervises: | Library staff |
| Internal Contacts: | Coordinator Libraries, Coordinator Library Collections and Technology, Coordinator Library Engagement and Partnerships, other library Team Leaders, Manager City Lifestyle, departmental staff, Council staff |
| External Contacts: | Library customers, community groups, professional library and industry groups |

**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 VALUES**

At Hume City Council, our Values underpin everything that we do.

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| Icon  Description automatically generated | We’re better, every day  We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn. |
| Icon  Description automatically generated | We’re in it together  At Hume, everyone matters. We welcome and include all.  Respect and safety are expected. |
| Icon  Description automatically generated | We show up  We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will. |
| Icon  Description automatically generated | All for Hume  We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do. |

**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 WHS 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 WHS 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 WHS 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.
* 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.

**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 WHS Policy and Processes and implementing appropriate risk management strategies.

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

**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 & CONTINUOUS IMPROVEMENT**

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council’s Service Planning Framework.

**ASSET MANAGEMENT**

Staff are responsible for undertaking Asset Management functions in accordance with Council’s Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

**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 Waste & Sustainable team and Climate Action Integration team lead 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*, which guides action in this area.

**HUMAN RIGHTS APPLICATION**

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, polices and strategies.

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| **POLICE CHECK:**  The incumbent must have and maintain a current Police Check | |
| **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 (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) * The incumbent must undergo a Pre-Employment Audio Test | YES  NO  YES  NO |
| **PSYCHOMETRIC ASSESSMENT**  The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position | 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* as varied from time to time | |

**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 Libraries, Coordinator Library Customer Experience and other members of the Library Leadership Team.
* The provision of high quality efficient and effective day-to-day operations of the library branch.
* Providing leadership support, including training and development of library staff.
* Building and maintaing collaborative relationships with other stakeholders in the building in which the library is situated.

**JUDGEMENT AND DECISION MAKING:**

The incumbent is accountable for:

* 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.
* Exercising judgement to achieve the required standard of library service, including staff supervision, and the ability to determine when to engage appropriate escalation points where additional support or actions are required.
* Making decisions and exercise sound judgement to resolve difficult situations or behaviour to achieve the objectives of this position.
* Demonstrating adaptability and critical thinking, adjusting approaches as needed to thrive in a library environment
* Guidance is usually available.

**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 knowledge of the relationship between libraries and local government with and understanding of the long term goals and objectives of the position.
* Comprehensive knowledge of library related resources relevant to the community.

**MANAGEMENT SKILLS:**

The following management skills are required to be utilised:

* Demonstrated skills in managing time, setting priorities to plan and organise own work and that of supervised employees to achieve set objectives with available resources in set timeframes.
* Ability to managing a number of tasks or projects simultaneously, so as to achieve a broad range of outcomes with minimal direction.
* 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 supervise employees, ensuringe 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.
* Highly developed oral and written communication skills with the ability to prepare and present concise reports and information for staff across Council on matters relating to the position.
* 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.

**QUALIFICATIONS AND EXPERIENCE:**

The following qualifications and experience are required for the position:

* Graduate Diploma in Information Management or equivalent including eligibility for professional membership of the Australian Library and Information Association, and relevant experience working 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.
* 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.
* Current driver’s licence.
* Current employee Working with Children Check.

**TASK** **ANALYSIS**

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

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| **Condition/Activity** | **Constant** | **Frequent** | **Occasional** | **N/A** |
| Manual handling weights – above 10kgs |  |  |  |  |
| – below 10kgs |  |  |  |  |
| Manual handling frequency |  |  |  |  |
| Repetitive manual work |  |  |  |  |
| Repetitive bending/twisting |  |  |  |  |
| Repetitive kneeling/squatting |  |  |  |  |
| Working with arms above head |  |  |  |  |
| Lifting above shoulder height |  |  |  |  |
| Using hand tools – vibration/powered |  |  |  |  |
| Operating precision machinery |  |  |  |  |
| Close inspection work |  |  |  |  |
| Wearing hearing protection |  |  |  |  |
| Wearing eye protection |  |  |  |  |
| Wearing safety shoes/boots (steel cap) / gum boots |  |  |  |  |
| Wearing other relevant PPE |  |  |  |  |
| Working in dusty conditions |  |  |  |  |
| Working in wet/slippery conditions |  |  |  |  |
| 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): | | | | |
| Frequently working with members of the community who may present challenging behaviours | | | | |

**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 key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

**AGREEMENT:**

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| I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree 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. Graduate Diploma in Information Management or equivalent including eligibility for professional membership of the Australian Library and Information Association, and demonstrated experience working in public library operations, service delivery and library management systems.
2. Ability to lead, motivate and manage a team, with a proven ability to problem solve and support others within the team to reach a resolution on related matters.
3. Demonstrated knowledge of information technology and library applications.
4. Demonstrated ability to participate in the development, implementation and evaluation of programs, policies, procedures and systems.
5. Demonstrated skills in managing time, setting priorities and planning to achieve a broad range of outcomes for own work and the work of others.
6. Sound written and verbal communication skills and the ability to engage effectively with people of all ages and of diverse backgrounds.