

POSITION DESCRIPTION

Position Title:	Library Operations Lead
Position Number:	209028
Directorate:	Corporate and Community Services
Department:	Office of the Director Corporate and Community Services
Team:	Library Services
Position Reports to:	Regional Librarian
Classification Level:	6
Status:	Permanent Full Time
Agreement:	Scenic Rim Regional Council Certified Agreement
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Position Objective:	Provide operational leadership and coordination of library services. The position is responsible for the day to day management of library operations, supervision, collections, systems and service delivery, ensuring services are delivered effectively and in accordance with Council policies, procedures and strategic direction established by the Regional Librarian.

Our Values

Service

Able to apply a consistent and positive approach towards internal/external customers and community.

Resilience

The ability to respond under pressure, recover from a challenge, manage adversity, and view the experience of overcoming obstacles as a learning opportunity.

Respect

Acts respectfully to others, accepting each person's individuality and their role.

Commitment

The level of commitment towards tasks in the workplace including commitment to Scenic Rim Regional Council goals, mission, and vision.

Key Responsibilities

Fulfil the accountabilities of this role in accordance with Council values and as varied from time to time to achieve Council objectives and Council Operational and Corporate Plan outcomes. Key responsibilities include the following:

- Coordinate and oversee the day to day operations of library services, ensuring efficient, consistent and customer focused service delivery.
- Supervise and support staff including workforce coordination, staff deployment, workflow allocation, performance support and service priorities.
- Provide operational leadership and make routine service delivery decisions within delegation authority in the absence of the Regional Librarian.
- Act in the role of Regional Librarian during planned and unplanned absences for operational matters and delegated responsibilities.
- Deliver a community responsive library collection by leading the operational development and procurement of resources across physical and digital formats.
- Resolve complex customer service, operational and staff issues in a timely and professional manner.
- Administer procurement processes and supplier performance in accordance with Council's procurement requirements.
- Implement operational priorities, established by the Regional Librarian.
- Ensure collections and services are diverse, current, and aligned with library service standards.
- Maintain operational procedures, guidelines and documentation to support consistent and effective service delivery.
- Oversee delivery of service-wide programs, outreach and digital services to ensure consistency, accessibility and effective use of resources.
- Monitor and control operational expenditure and provide recommendations to the Regional Librarian on budget priorities.
- Lead and collaborate on projects and initiatives that enhance library services, systems, and digital engagement.
- Comply with Council policies, procedures, and instructions to deliver quality and safe services.
- Maintain accountability and appropriate use of information systems and maintain vigilance to comply with record keeping requirements.
- In accordance with the Work Health and Safety Act 2011, take reasonable care for your own health, safety and wellbeing and take reasonable care to protect the health, safety, and wellbeing of others.

Skills, Knowledge and Experience

Formal Qualifications/Technical skills

- Tertiary qualifications, such as a Diploma of Library & Information Services an equivalent qualification, and demonstrated experience gained through multiple appointments.
- Ability to provide leadership and direction, manage competing priorities and resolve operational issues through effective communication and judgment.
- Demonstrated understanding of library management systems, collections and service procedures sufficient to oversee day to day operations and address service delivery issues.
- Well-developed business and administrative skills, including the ability to prepare professional business communication such as reports, presentations, projects, planning and policy documents.
- Must hold, or eligible to obtain, a current Blue Card (Working with Children Check) prior to commencing employment.
- A current Queensland 'C' class drivers' licence is required.

Knowledge

- Demonstrate Substantial knowledge of public library operations, customer service delivery and collection development practices.
- Demonstrated understanding of automated systems, including knowledge of authentication, search functionality, data management and resolution.
- Understanding of public sector accountability, governance, compliance requirements and service standards.

Experience

- Demonstrated experience administering contracts and monitoring supplier performance in accordance with organisational procedures.
- Ability to exercise judgment and make operational decisions within established policies and procedures.
- Experience coordinating multi-site service delivery or operational workflows in a public service environment.
- Experience supervising staff, allocating work, providing guidance and supporting performance within an operational environment.
- Experience coordinating service delivery or programs and providing guidance to staff to achieve consistent outcomes.
- Experience in a public library environment, with a sound understanding of public library operations, community needs, and customer service delivery, is highly regarded.

Organisational Competencies

Customer Focus

Identifies clients' needs and tailors services to meet these needs and provides additional information and/or support.

Communication

Communicate clearly through active listening and written communication, considering the audience and writing in a way that is logical and easy to follow.

Teamwork and Collaboration

Works cooperatively within a team and contributes to the team goals.

Developing Others

Supports others to develop confidence and capability to help them realise their full potential.

Workplace Health and Safety

- 100% of toolbox talks/safety discussions completed.
- 100% of WHS objectives and targets met within the specified timeframe.
- 100% of high levels of stress or poor mental wellbeing events are reported and acted upon
- Contribute to the overall WHS Management System objectives and targets being met.
- Contribute to the overall TRIFR Target by taking reasonable care for his or her own health and safety and taking reasonable care that their acts or omissions do not adversely affect the health and safety of another person.
- 100% completion of all required work health and safety mandatory training on time
- Contribute to the completion of hazard inspections and contractor spot checks on time.
- Reporting all incidents, injuries, near misses and hazards immediately and entered into Councils system within 24 hours.

Organisational Relationships

This position:

- This position has 4 full time direct reports.
- Acts in the role of Regional Librarian during planned and unplanned absences for operational matters.
- Works under Limited direction of the Regional Librarian.
- As required, provide supervision and training for other library team members
- Is a service provider to Scenic Rim communities, internal and external stakeholders.