



Position Description

Position Title:	
Position No:	31116
Position classification:	Band 6
Status:	Permanent Full Time
Hours per week:	37.5
Position revised on:	21 April 2022
Directorate:	Community Development
Business unit:	Lifelong Learning
Service area:	Customer Experience & Learning
Location:	Walyalup Civic Centre
Reports to:	Library Manager
Reporting line:	Library Customer Service Officers Casual Library Customer Service Officers Library Administration Officer

1 Primary objective(s) of the position

- Coordinate effective and efficient library operations, with a focus on providing friendly and proactive customer service in a contemporary library setting.
- Proactively lead, support and develop library customer service staff.
- Provide direction for the Lifelong Learning team to develop innovative and responsive services that support the needs of the Fremantle community.

2 Duties

Library Operations

- Coordinate staff and public area workflows, ensuring development and maintenance of up to date procedures, and monitoring of work practices to ensure adherence to standards and procedures, and management of risk.
- Oversee and participate in service rosters, coordinate development and training of staff and ensure a high standard of customer service.
- Coordinate presentation of workspaces and public areas, including collections, technology, building maintenance, customer access, shelf order, displays and signage.
- Contribute to the development and delivery of lifelong learning programs, and ensure staff support for the delivery of programs and activities.

Leadership

- Prepare staff attendance, customer service and duty rosters to ensure adequate coverage for service points, clerical and professional duties.
- Supervise the Library Administration Officer and operations staff in financial and record keeping duties.
- Lead Library operations staff, volunteers and work experience students ensuring effective supervision, development and support.
- Lead and enable staff through organisational change, ensuring staff participation and ownership of the change process.
- Proactively contribute to developing the preferred organisational culture and encourage staff to work with the organisation to achieve this culture.
- Oversee and contribute to strategic, corporate, budget and forward planning processes as part of the library leadership team.

Organisational

- Demonstrates and manages ethical behaviour in accordance with the relevant standards, values and policies.
- Applies and promotes a positive and non-discriminatory work environment and managers staff in accordance with relevant standards, values and policies.
- Applies and promotes a safe work environment for self and others.
- Ability to work evening and weekends to support a seven day a week operation.
- Other duties as directed.

3.1 Selection Criteria - Essential

- Substantial experience in a team leader role within a customer service context
- Demonstrated leadership skills with the ability to motivate and supervise staff in a change environment

- A competent understanding of the principles of customer service and the ability to deal with a diverse range of customers
- Excellent communication and interpersonal skills, including conflict negotiation, and the ability to provide quality customer service
- Strong capacity for strategic thinking and commitment to continued improvement and innovation
- Ability to effectively organise workloads, co-ordinate resources and plan activities
- Sound knowledge of library policies and practices, the public library environment, systems, resources and challenges
- Current WA driver's licence, Working with Children card; and police clearance.

3.2 Selection Criteria - Desirable

- Qualifications in librarianship, leadership, management or similar
- Knowledge and understanding of the local government sector.

4 Risk Management and Occupational Health and Safety

- Identifies and manages organisational, financial and human resource risks across the business unit.
- Lead a proactive Work Health and Safety culture within your team. Lead by example ensuring that all activities are in accordance with work health and safety legislation.
- Ensure you work safely, complying with all the City's work health and safety policies and procedures.

5 Other Specific Details

Extent of authority	This position operates under broad direction but within limits of City policy and relevant legislative constraints.
Position has purchasing authority in line with procedure	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

6 Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Manager's signature: _____

Date: _____

Manager's name: _____

As position holder I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Position holder's signature: _____

Date:_____

Position holder's name: _____