

Library Team Leader and Portfolio Lead

Classification: Band 7

Date reviewed: August 2024

Department: Community Learning and Participation

Directorate: Community Wellbeing

Approved by: Manager Community Learning and Participation

Commitment of Brimbank City Council

All employees at Brimbank City Council are expected to provide the highest standards of work to ensure that Council can achieve its Vision and meet organisational objectives. We want our leaders to be collaborative, humble, smart and hungry.



Our Vision

A progressive, values-led and high performing organization where we connect and collaborate to make and impact.

Our Values

At Brimbank, all our roles in different ways, impact and support the diverse needs of the community we serve. Our values and behaviours demonstrate what is important to us, the Brimbank team. They help build a shared understanding and guide our interactions with each other and the community.

Strategic Priorities

- Lead with our Culture
- Invest in our People
- Improve our systems and adapt how we work
- Agree our Priorities
- Engage our Community
- Enhance our Services and Performance Reporting

Position Purpose

The Library Team Leader and Portfolio Lead provides strategic input into the management and development of Branch Service Delivery goals and is responsible for the effective day to day management of branch operations including staff, the library building, resources, collections and services.

The position provides leadership to their immediate team and leads the provision of effective and efficient service wide workgroups.

As a member of the Library Leadership Team, this position works with other senior staff to provide strategic input into the management and development of library services aimed at reducing barriers to accessing library services, increasing learning and employment opportunities to allow community members to thrive.

Hours worked may be allocated across the service and includes weekend and evening work.

Key Responsibilities

Branch Services

- As part of the Libraries Unit the role is required to deliver excellent direct customer service at all service points as rostered across opening hours, including weekends and evenings
- Manage, lead and co-ordinate branch library services, programs and facilities that meet community expectations, ensuring the branch operates with a focus on cost-effective service delivery and commitment to quality and continuous improvement principles
- Work closely with other team leads to embed processes that allow a wide range of services to operate consistently and uniformly across a range of different sites.
- Coordinate the research, preparation and maintenance of statistics in your area of responsibility to meet performance measurement requirements and to support the review, evaluation and planning of the Libraries service to meet community needs and in line with Councils plans and objectives
- Provide support to staff to promote a safe working environment in accordance with Occupational Health and Safety legislation and Brimbank City Council's policies and procedures
- Provide leadership within the branch team to ensure an efficient and cost-effective work unit with staff focused on achievement of branch, library service and organisational goals.
- Review and streamline systems and processes within the branch to ensure flexible and responsive service delivery that meets community expectations
- Contribute to the development and achievement of Corporate and Departmental goals and effectively introduce and manage change
- Work collaboratively with specialist teams across the library service including collections, systems, programs, partnerships and services
- Monitoring and reporting on branch operating budgets.
- Undertake other duties as required

Portfolio Lead

- In consultation with the Library Service Development Coordinator lead a work group on a rotating basis including but not limited to:
 - Promotions and Online Library
 - Outreach and Engagement
 - Customer Experience
 - Readers Advisory and Development
 - Programs
- Through community mapping and consultation identify and prioritise service wide development and delivery in the area of portfolio responsibility
- Identify further opportunities to develop library and community outreach services aimed at improving access particularly for the underserved, vulnerable, socially isolated and/or unable to visit a library due to age or illness.
- Provide guidance to library staff on practical methods to engage hard to reach community groups and set appropriate outcome measurements.

Organisational Relationship/Context

Reports to Member of Libraries Senior Leadership Team

Supervises Library branch staff and Service Wide Portfolio working group

Budget managed Branch budget under the guidance of the Library Service Development Coordinator

Major contacts Internal:

- Library and Council staff
- Library customers and visitors

External:

- Libraries and learning networks
- Key members from a broad range of organisations and service providers including community groups, public, private and education sectors and the local business community

Accountability

This position has the authority and freedom to act within established operational, policy and budgetary guidelines, with a regular reporting mechanism. It is accountable to the Library Service Development Coordinator and the Senior Library Unit Coordinator for:

- providing effective leadership of staff including performance reviews, performance management and staff development
- the effective management of the day-to-day operations of the branch
- working collaboratively with the Collections Team to deliver collections responsive to community demand
- working collaboratively to allocate staff resources in delivering programs and services to the community
- resolving problems and making discretionary decisions in order to provide high quality customer service
- achieving team, Departmental and Council goals within pre-determined budgetary, quality controls and time constraints
- developing effective working relationships with Council departments and community partners regarding programs, services and local operational issues.
- leading library portfolio work groups to improve and develop service delivery
- participating in the development of library policy, procedures and implementation

Judgement and Decision Making

This position is required on a daily basis to resolve problems and make operational decisions, within the framework of Council and the Libraries Unit goals and policies.

This position is required to use a high level of professional knowledge, experience and skills to resolve problems and to make judgments, evaluations and recommendations for continuous improvement relating to a broad range of areas.

This position is required to use a considerable level of professional judgment, experience and discretion to interpret, and ensure the implementation of, policies, procedures and guidelines within the library.

Guidance and advice may not always be available internally

Specialist Skills and Knowledge

- A thorough understanding of the role and function of public libraries in the community and how they contribute to life-long learning
- Knowledge of innovations and emerging issues in the provision of excellent Customer Experience, Reader Development, Marketing, Programs and Community Engagement
- Demonstrated high level IT skills
- Analytical, research and investigative skills in service innovation, policy, planning and development
- Knowledge of collection development and management
- An understanding of evidence based planning for programs
- Understanding of local government and the framework under which library services are delivered

Management Skills

- Ability to set own and staff priorities and to organise work to achieve objectives despite conflicting pressures
- Considerable ability to effectively and efficiently manage resources, collections and branch operations
- Knowledge of and ability to implement a range of personnel policies including recruitment, performance reviews, application of awards and EEO
- Comprehensive knowledge of relevant OHS legislation, practices and standards applicable to the role and the ability to contribute to a positive and safe work environment by modelling conduct that is culturally capable, inclusive, respectful and ethical.
- Ability to design and maintain efficient systems and procedures, with a strong commitment to continuous improvement and customer service

Interpersonal Skills

- Proven capacity for continuous learning and self-reflection to identify own learning goals and priorities, and to work in accordance with our values and behaviours.
- Demonstrated skills in leading, motivating and building teams and positive relationships
- Demonstrated excellent customer service skills, including the ability to identify customer needs and expectations and to respond accordingly
- Effective negotiation and conflict resolution skills, and an ability to manage difficult situations
- Flexibility in approach to work practices, with an ability to adapt to and support change in a dynamic environment
- Ability to communicate sensitively and effectively with a range of people from diverse backgrounds, cultures and abilities
- Excellent communication skills, both oral and written and able to facilitate and present
- Considerable ability to liaise effectively with staff across Council, in other organisations and with counterparts in the library industry
- An ability to influence and negotiate to achieve positive outcomes

Qualifications and Experience

Mandatory: Bachelor degree or higher in Library/Information Management
At least 5 years public library experience and/or experience in a similar work environment at a senior level or managing library branch operations
Considerable experience in leading and managing staff
Considerable skills in IT skills and using information technology/social media and information retrieval
Considerable customer service experience
Demonstrated business metrics, reporting and statistics experience

Desirable: Eligibility for associate membership to ALIA
Valid driver's licence
Collection development experience
Experience in working with diverse communities
Ability to speak a community language

Key Selection Criteria

- Ability to work in accordance with our values and behaviours
- Bachelor degree or higher in Library/Information Management with a minimum of 5 years of experience relevant to the role
- Demonstrated experience in managing a branch library or community facility including but not limited to leading and supporting staff performance, leading and implementing change, budget management and managing and supporting relevant OHS legislation, practices and standards applicable to the role
- Demonstrated experience in the delivery of excellent customer service and the implementation of continuous improvement opportunities
- Demonstrated ability to mentor and coach others in meeting service standards and creating a positive environment for staff and customers
- Effective communication skills and demonstrated skills in working collaboratively with both internal and external stakeholders
- Demonstrated library collection management experience
- Demonstrated knowledge of information technology and library applications
- Demonstrated ability to participate and/or lead the development, implementation and evaluation of library services, programs, policies, procedures and systems
- Demonstrated experience in leading and managing a library or community specialist portfolio such as Promotions and Online Library; Outreach and Engagement; Programs; Customer Experience and/or Readers Advisory and Development or similar

Working at Brimbank

Child Safe

Brimbank City Council is a Child Safe organisation. Brimbank will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices. All allegations of abuse and safety concerns received by Council will be treated very seriously and acted upon in accordance with relevant policies and procedures (*Brimbank Child Safe Policy and Child Safety Responding and Reporting Procedure*).

Equal Opportunity

Support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engaging in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Adhere to Council's Equal Opportunity policy and procedures and the Victorian Equal Opportunity Act 2010 and federal legislation regarding Equal Opportunity.

In Victoria it is against the law to discriminate on a number of grounds including (but not limited to) age, disability/impairment, race, sex, status as a carer, marital status, pregnancy and gender identity.

Gender Equality

Advancing gender equality is a shared responsibility that requires everyone's involvement. This means all employees' behaviours and actions must allow all people to participate, feel safe and feel included regardless of their gender or other attributes of their identity.

All employees have a responsibility to support and promote gender equality and Brimbank's vision for workplace gender equality, as outlined in the Gender Equality Action Plan (*Refer to Gender Equality Act 2020*).

Occupational Health and Safety

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public.

- Executive – Establish, maintain, evaluate and continuously improve Council's OHS management system
- Managers, Coordinators, Team Leaders – Implement, monitor, audit, supervise and enforce conformance with Council's OHS policies, procedures and safety standards. Prepare and implement associated Departmental OHS programs. Identify and resolve Departmental OHS issues.
- Employees – Everyone is an employee - Conform to Council's OHS policies, procedures, and code of conduct and safety standards. Whilst at work, all employees must:
 - Take reasonable care for their own health and safety
 - Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions in the workplace
 - Co-operate with respect of any action taken by Council to establish and maintain occupational health and safety systems and procedures
 - Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety
 - Use protective equipment or clothing provided by Council at all required times
 - Employees should immediately notify their manager in the event of an injury, near miss, damaged equipment or other workplace hazard
 - Refer: Occupational Health and Safety Act 2004

Risk Management

- Contribute to making Brimbank as risk free as possible for all employees, residents and visitors

- Take all reasonable action to protect Council assets from damage and or loss
- Comply with Council's Risk Management Policy and Risk Management Guide.

Managing Information

All employees have a responsibility to ensure all business records are accurately captured and managed within Council's recordkeeping systems. This includes:

- making records to support what you do that provides evidence of business transactions
- ensure records are descriptive to enable easy identification and retrieval
- ensure security of information, protect confidential, personal and sensitive information and only release information when authorised to do so
- familiarise yourself with information management policies and procedures and where possible take reasonable steps to improve recordkeeping practices in the workplace.

Legislative Governance

Each employee has a duty and a responsibility to:

- Contribute to the development of Council's legislative governance culture
- Adhere to Council's Legislative Governance Policy
- Do all things reasonably necessary to achieve compliance with those obligations relevant to you, which are derived from law, Council policy, strategy, procedure and contracts, as soon as practicable and by the legislative due date.

Returns

Staff may be required to submit a Return of Interests pursuant to section 81 of the Local Government Act, if appointed by the CEO as a Nominated Person or where required to by law.