



## POSITION DESCRIPTION

### ASSISTANT TEAM LEADER (LIBRARIES)

#### PRINCIPAL OBJECTIVES

Provide inspiration, support and leadership to the library team in pursuit of excellence in customer experience and community development whilst ensuring the efficient operations of the branch library customers.

- 1. POSITION TITLE:** Assistant Team Leader (Libraries)
- 2. REPORTS TO:** Team Leader (Libraries)
- 3. LEVEL:** L5/6
- 4. AWARD/AGREEMENT:** City of Melville Over Award Classification
- 5. POSITIONS REPORTING:** Customer Experience Officers/ Library Officers  
Volunteers



## **6. PRINCIPAL RESPONSIBILITIES & DUTIES:**

- Support the delivery of the City's Cultural Plan – Creative Melville.
- Provide leadership and inspiration to Customer Experience Officers in the delivery of excellence in customer experience and community/ cultural development.
- Responsible for the recruitment, training and development, performance management and rostering of Customer Experience Officers and volunteer staff.
- Foster place making principles and the development of relationships within the community to ensure the branch is reflective of its specific place and people.
- Assist the Team Leader with the efficient operation of the Library including reporting building maintenance and issues with equipment and technology. Assist with the diagnosis of general IT equipment and software problems.
- Provide exceptional customer service by responding to customers in a courteous and efficient manner, using initiative to resolve requests, enquiries and complaints according to standard operating procedures.
- Develop and maintain relationships with internal and external stakeholders in relation to the provision of Cultural Services.
- Promote the library and cultural services and its core principles of literacy, creativity and lifelong learning.
- Assist with collection development and maintenance of the library collection at the branch library.
- Work collaboratively with Cultural Services specialists to develop programs and events for library users.
- Coordinate at the branch level, the delivery of library and cultural programs and events.
- Provide and train others in professional reference and reader's advisory services to customers, and assist customers in the use of library technology to access information.
- Maintain up to date knowledge of the latest trends in Library and Cultural service delivery.
- Assist with special projects related to library operations and service improvements as required.
- Take appropriate action in line with established policies and practices with the aim of maintaining a strong customer service.

- Assist in the review, development and maintenance of systems, policies and procedures, monitor workflows and conduct evaluations to ensure continuous improvement of the City's Business Management System.
- Work proactively within the organisation to promote, support and adhere to a holistic Safety, Health, Environment & Quality culture and associated policies and procedures.
- Demonstrate behaviours that reflect the organisation's values and supports cross functional teams and meets customer and organisational needs.
- Required to comply with all relevant environmental legislation, regulations and standards.
- Assist with the implementation of Quality Assurance Principles including identifying improvements.
- May be required to participate in Continuous Improvement Teams and Audit teams.
- Undertake other tasks as directed that is within scope and level of position.
- Undertake regular rotation to different libraries.
- Act as the Team Leader as required.

**MANDATORY ORGANISATIONAL TRAINING:**

- Code of Conduct Training
- Occupational Health and Safety Training
- Customer Service and Complaint Management Training

**7. ESSENTIAL & DESIRABLE QUALIFICATION AND LICENCES:**

- Essential – Tertiary qualification in relevant field
- Essential - Current Working with Children Certificate

**8. EXPERTISE – EXPERIENCE & KNOWLEDGE:**

- Experience in a leadership role including supervising, training, performance managing, recruitment and rostering of staff.
- Demonstrated experience in a library environment is preferred
- Demonstrated experience in liaising and consulting with community groups

- Demonstrated experience with the organization, facilitation and delivery of programs and services
- Demonstrated experience in the use of library-related technology and digital resources is preferred
- Experience in the use of Microsoft and IOS applications
- Knowledge of books, authors, creatives, literacy and learning initiatives and trends in reading
- Knowledge of Public Library operations is preferred
- Knowledge of developing trends in the information profession
- Understanding of Australian library legislation, principles, practices and standards

#### **9. SKILLS:**

- Leadership and development of high performing teams
- Excellent customer service skills
- Relationship and stakeholder management
- Well developed problem solving and decision making skills
- High level digital literacy skills
- Ability to interpret and use data for evidence based decision making
- Well developed negotiation and conflict resolution skills
- Facilitation and presentation skills
- Well developed interpersonal and communication skills
- Ability to work well with limited supervision and to contribute effectively as a member of a team
- Strong organisational skills and ability to exercise initiative

#### **10. JUDGEMENTS:**

- This position works under general supervision.
- Degree of control over activities is governed by work practices, standards, procedures and guidelines.