

## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Local History and Reference Team Leader	<b>Level</b>	7
<b>Business Unit</b>	Community Development and Library Services	<b>Position Number</b>	00526
<b>Directorate</b>	Planning and Community Development	<b>Date Established</b>	March 2006
<b>Reporting to</b>	Library Services Co-ordinator	<b>Date Updated</b>	July 2020

### 2. KEY OBJECTIVES

- Provide a high quality physical and digital reference collection through the collection, preservation and cataloguing of the City's unique local history and heritage in a strategic and contemporary manner.
- Provide high level, technical cultural heritage and local history advice, options and solutions on projects and initiatives of the City.
- Promote local history and heritage conservation internally and externally.
- Build and maintain long-term partnerships with internal and external stakeholders.
- Collaborate with colleagues, external stakeholders and the community to ensure the City's heritage initiatives and grants are responsive to community expectations and needs.
- Undertake human resource management responsibilities.
- Undertake financial management responsibilities.
- Promote a safe working environment.

### 3. KEY ACCOUNTABILITIES

- Undertake activities in accordance with the Business Unit Plan, Corporate Business Plan, Strategic Community Plan and other relevant plans and budgets and within agreed timeframes.
- Ensure research work is undertaken efficiently, effectively and within agreed or reasonable timeframes.
- Ensure delivery of a high standard of customer service to internal and external customers in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure human resources management activities are undertaken in accordance with relevant legislative requirements and City protocols and procedures.

- Ensure financial management activities are undertaken in accordance with the City's procedures and processes.
- Ensure team understanding and compliance with City EEO requirements.
- Comply with OSH legislation, City protocols, procedures and other OSH related requirements, and actively support the City safety systems.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.

#### 4. **KEY ACTIVITIES**

##### **ACTIVITIES**

###### **Outcome: Local History and Heritage Library Services**

- Prepare project briefs and plans, consultant briefs, Council briefings and reports as directed.
- Undertake allocated projects derived from the Community Development and Library Services Business Plan and operational requirements.
- Prepare and manage contracts and agreements as required.
- Undertake, review and supervise cultural heritage assessments, management plans, audits, agreements or other instruments in accordance with legislation, policy and industry guidelines.
- Maintain local history and heritage databases, policy and processes.
- Develop and implement contemporary local history, heritage and reference protocols and practices.
- Co-ordinate the development, implementation and review of Local Heritage library programs and initiatives to support the success of City of Joondalup libraries.
- Develop forward planning documents for the Local Heritage library and make recommendations on future needs and directions based on City requirements and assessed trends.
- Provide archival research and advice to other City libraries, business units, community organisations and libraries within the statewide network.
- Undertake research and provide heritage input and support in response to national initiatives, celebrations and general queries.
- Oversee the organisation, delivery and promotion of archive heritage related programs services and events.
- Liaise with Library Services for marketing and promotional material.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

###### **Outcome: Community and Stakeholder Engagement**

- Negotiate with, influence and persuade relevant stakeholders, to realise unit objectives in a collaborative, and co-operative manner.
- Develop and maintain a network of contacts relevant to the specialist Local Heritage program area and the GLAM (Galleries, Libraries, Archives & Museums) sector.
- Provide specialist and technical heritage advice to stakeholders and represent the City on relevant groups as approved.
- Work collaboratively with stakeholders including Heritage and Cultural collecting institutions, educational institutions, local government employees and the State Library of WA in relation to shared initiatives.
- Develop and distribute documentation and promotional materials including website content that actively and passively inform the community of services and activities provided.

**Outcome: Collection Maintenance and Development**

- Drive the development and maintenance of a comprehensive Local Heritage Collection and Reference library that meets community needs.
- Monitor emerging technologies and trends to ensure that the collections continue to evolve to meet customer requirements.

**Outcome: Administration and Operations**

- Assist in identifying and securing appropriate funding from public and private sector sources.
- Develop and implement continuous improvement activities and methodologies that promote innovation.
- Cross promote other library and City services and collections.
- Provide input and recommendations into the Community Development and Library Services Business Unit Plans.

**Outcome: Human Resource Management**

- Take oversight of recruitment and induction requirements for the Local History and Reference Team.
- Set performance targets and development plans for employees.
- Provide ongoing supervision, guidance, monitoring and appropriate feedback to employees as part of every-day employee management and in accordance with the City's Performance Appraisal System.
- Provide leadership, coaching and on-the-job training for employees.
- Manage a range of employee issues in consultation with Human Resources (e.g. poor performance, misconduct, grievances, health issues, bullying and harassment).
- Implement and support City EEO initiatives to assist team understanding and compliance with EEO legislation, practices and City protocols.
- Monitor and provide feedback to team to ensure efficient and effective customer service.

**Outcome: Customer Service**

- Provide a high standard of courteous and efficient service to internal and external customers and stakeholders
- Manage all relevant complaints and other elevated enquiries received in writing, in person or over the phone.
- Assist with the maintenance, development and implementation of systems and strategies to ensure a high standard of customer service.

**Outcome: Financial Management**

- In consultation with the Co-ordinator, contribute to the annual budget in accordance with corporate financial requirements and timelines.
- Monitor, review and report on unit and expenditure to ensure conformity with budget outcomes.
- Provide monthly reports.

**Outcome: Occupational Safety and Health**

- Exercise duty of care, ensuring that safe working conditions and practices are in place at all times for the safety of employees and to minimise risk to the public. When necessary, investigate accidents and/or assist in the rehabilitation of injured workers.
- Review OSH inspection reports and action any required maintenance issues.
- Ensure regular emergency evacuations are undertaken.
- Liaise with OSH Representative to review and complete Accident/Incident/Hazard reports and take appropriate action.

- Oversee the implementation of the Fit for Work Program.
- Liaise with other City business units in accordance with business unit policy to ensure the proper maintenance and security of the Library building and equipment.

## 5. **WORK RELATED REQUIREMENTS / SELECTION CRITERIA**

### **Essential Skills, Knowledge, Experience and Qualifications:**

#### **Skills:**

- Highly developed time management skills, including the ability to meet deadlines and prioritise workload
- Highly developed organisational, lateral and analytical thinking, creative problem solving and multi-tasking skills
- Highly developed communication and interpersonal skills, particularly in regard to stakeholder liaison, negotiating issues, resolving conflict, networking and influencing others
- Highly developed written communication skills with the ability to research, analytical and create reports.
- Highly developed research skills to prepare and review documentation, identify issues, make recommendation and improve processes
- High level of leadership, supervisory, teamwork and team building skills.
- High level of interpersonal and customer relation skills.
- Highly developed digital literacy skills, in particular navigating online databases, research sites and internet.

#### **Knowledge:**

- Sound knowledge of Government systems and relevant legislation, regulations, policies and practices.
- Comprehensive understanding of local history and heritage legislation, conservation principles and artefact assessment criteria.
- Sound knowledge of public library operations.
- Comprehensive understanding of reference library practices.
- Comprehensive knowledge of library technology and trends.
- Comprehensive knowledge of state and local organisations involved in Local History and Heritage collections.
- Working knowledge of Occupational Health and Safety principles.
- Sound knowledge of the GLAM (Galleries, Libraries, Archives & Museums) sector and networks.
- Sound knowledge of stock conservation and preservation practices, including legal requirements.

#### **Experience:**

- Substantial experience in the collection, preservation, documentation, sharing and celebration of local history and heritage.
- Experience working within and co-ordinating high performing multi-disciplinary teams.
- Demonstrated experience in a senior supervisory position.
- Substantial experience in the Local History and Heritage sector.
- Demonstrated experience in managing budgets, project management and report writing.
- Substantial experience in the promotion of services and development of partnerships.
- Demonstrated experience in identifying progressive initiatives to enhance and resource library services.

- Demonstrated experience in fostering a team that delivers quality customer service.

**Qualifications / Clearances:**

- Tertiary qualification (degree level) in History or a related field required. (e.g. Library Science, Archival or Curatorial Studies)
- Current WA 'C' Class Driver's Licence.

**6. EXTENT OF AUTHORITY**

- Exercises a degree of autonomy but advice is available for complex matters.
- Manages significant projects and/or functions and /or works programs.
- Controls and co-ordinates a work area within budgetary constraints.
- Establishes work priorities and monitors workflow in areas of responsibility.
- Contributes to the development of work practices and procedures.
- Undertake a range of duties within the work area, including problem definition, planning and the exercise of judgement.
- Responsible for decision making within the work area and provision of expert advice.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under limited direction

**Internal:**

- Library employees
- Work experience placements
- Volunteers
- Other Business Units (e.g. Governance, Marketing, IT, Asset Management, Human Resources, Leisure and Culture sub units)

**External:**

- Library Customers
- State Library of WA
- Other WA Public Libraries
- Suppliers
- Historical societies / groups
- Local schools and learning institutions
- Tertiary institutions
- Business and community groups
- State Records Office
- National Archives of Australia
- Other State Government agencies

**8. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	3
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