



Position Description

Position Title	Team Leader Libraries
Position Number	3193
Division	Community Strengthening
Department	Arts , Events & Libraries
Team	Libraries
Position Status	Full Time Permanent
Classification	Band 8
Position Reports to	Manager Arts, Events and Libraries
Position Supervises	Team Leader Library Customer Service, Team Leader Collections & Information Technology, Library Senior Engagement Coordinator, Literacy & Learning Coordinator, Library Children and Youth Services Coordinator
Date Reviewed	September 2022

Overview

The Arts, Events and Libraries Department at the City of Kingston is focused on the delivery of industry leading contemporary programs, activities, and events. Through innovation and continuous improvement, the department strives to provide high quality learning, recreational, social, and cultural outcomes for our community.

The City of Kingston Library Service operates nine public library branches, with major sites at Chelsea, Cheltenham, Parkdale and Westall, and minor sites at Clarinda, Dingley Village, Highett, Moorabbin and Patterson Lakes.

Position Objective

Reporting to the Manager Arts, Events and Libraries, the Team Leader Libraries is responsible for the strategic leadership and management of the Kingston Library Service and meeting the information, cultural and lifelong learning needs of the Kingston Community.

The Team Leader Libraries is responsible for the achievement of strategic and service objectives associated with the Libraries portfolio and is expected to develop, renew and maintain an environment that supports the provision of a high-quality customer focussed accessible library service that is contemporary and innovative in its approach with a focus on continuous improvement.

The role is responsible for the delivery of all associated aspects of the City of Kingston Libraries service including staffing, management, leadership, projects, reporting, operations, financials, and any other duties as directed within the skills and abilities of a position at this level.

Key Responsibilities

1. Staffing

- Manage the City of Kingston Libraries employees through the provision of advice, leadership, and support to build and maintain a strong team environment
- Encourage and support the professional development of the Libraries Leadership team
- Coordinate and monitor performance management systems and implement and support the City of Kingston's Performance Management Program to enhance and improve performance.
- Foster an environment that empowers and motivates employees to perform their key duties and responsibilities.
- In consultation with the Manager, develop and implement reward and recognition strategies where employees demonstrate leadership, innovation and commitment.
- Working flexibly to manage issues related to resolving program, staffing and operational matters
- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act

2. Operations

- In consultation with the Manager, develop and implement strategic policies that support and provide direction to the daily operation of the library service.
- Lead the investigation, evaluation and implementation of new and alternative methods of service delivery
- Ensure collections and programs offered are appropriate to identified community needs
- Ensure appropriate and timely responses to customer, facility and OHS issues. Learn, promote, and ensure compliance with Work Health and Safety policies and procedures. Ensure that Council Occupational Health and Safety Strategy is supported and implemented via regular training and related activities.
- Recommend budgets, facilitate the development and delivery of an annual business plan, facilitate performance and service agreement reporting
- Lead the development and implementation of marketing strategies and activities across the service, reflecting Kingston Council's communications priorities and branding
- Develop an action plan for and monitor the Kingston Library Strategy 2020-2030 Strategic Plan to ensure all library facilities are updated to reflect a contemporary and modern multi use community space

3. Management

- Advise and assist the Manager in planning and policy development
- Oversee and continuously improve the cost effective and efficient provision of library services to the Kingston community, with a strong customer focus, in accordance with defined Council policies and government regulations and guideline
- Monitor, manage and review external contracts in relation to library operations.

- Develop and maintain effective and professional relationships with community groups, not for profit and commercial learning providers to ensure that they have the capacity to contribute to Council service goals.
- Represent Council and Libraries on advisory groups, committees and public and community forums as required.
- Innovate, explore, and embrace new opportunities, programs and technologies to enhance the customer experience
- Initiate and apply for external grants to support improved infrastructure and program delivery
- Investigate, develop, document, and implement service policies, procedures and practices to deliver exceptional and efficient service outcomes, manage risk, and benchmark customer experience

4. Projects

- Contribute to major policy and planning initiatives for the service
- Undertake project management across the service as required
- Oversee the development and implementation of literacy and inclusion programs/projects relevant to the Kingston community
- Lead the team in the continual improvement of library technologies by reviewing and monitoring innovative, emerging, and appropriate technologies to support best practice library outcomes

5. Leadership

- Participate and contribute to the development and management of the department as a member of the senior leadership team.
- Provide leadership and guidance to the library team and actively promote and foster the organisational strategic objectives, vision and values among employees.
- Play a leadership role in creating and maintaining an effective and well-integrated team.
- Support the development of employees to ensure their continued professional development and succession planning within the organisation.
- Develop partnerships with internal and external stakeholders to enhance and expand services and outcomes

6. Financial

- Prepare, monitor and control income and expenditure
- Allocate and monitor resources and ensure that the Manager is aware of budget variations
- Prepare reports on the service operational budget
- Prepare funding submissions as required.
- Assume a high standard of financial accountability and monitoring

7. Customer Service

- Develop and review customer service standards, policies and procedures that guide employees' interactions and behaviours with customers.
- Empower employees to discuss and contribute to the development of customer service.
- Ensure service complaints and feedback processes are effectively implemented at all times
- Ensure changes and improvements to service delivery are communicated to employees and customers in a timely and effective manner.

8. Reporting

- Report on areas of responsibility to the Manager as required.

9. Other Duties

- Undertake other duties as directed within the skills and abilities of a position at this level.

Position Requirements

1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- In line with Council delegations

The incumbent has delegated authority for:

- In line with Council delegations

The incumbent is responsible and accountable for the effective management of the Libraries service to the community including:

- Accountability for the provision of an effective, efficient service and related supporting systems
- The position holder will be required to manage, evaluate, and review the library budget, balance expenditure on major projects, and negotiate and manage contracts with suppliers
- The position holder will be required to make autonomous decisions that will affect the work and activities of others in the service.
- Decisions made will impact on the City of Kingston community/community groups.
- Decisions will be informed by relevant legislation, current national and state library guidelines and standards, and council policies and guidelines
- The position holder will manage complex projects requiring specific technical expertise

2. Judgment and Decision Making

The incumbent is accountable for:

- The role is responsible for providing and managing the service across the local government area to the community.
- Significant innovation and creative thinking skills are required to explore alternatives and respond to challenges with sustainable solutions.
- Research and monitor industry developments and review procedures to ensure consistent approaches are taken to apply correct procedures, and operating instructions
- The position holder will recognise problems/issues as they arise and resolve them in the most appropriate manner

3. Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Extensive knowledge and experience in Council services and Public Libraries
- Knowledge of program delivery within a library and local government environment and the ability to work with stakeholders and communities to achieve quality outcomes
- Facilitate workshops, meetings, and customer engagement processes to develop and deliver exceptional programs and services
- Demonstrated adaptability, including experience in leading change
- Seek new opportunities to improve and enhance customer experience.
- A sound understanding of advocacy for Public Libraries.

The position requires professional knowledge in the following areas:

- Staff leadership and management
- Customer focussed project management
- Customer experience and service best practice
- Library services trends
- A demonstrated ability to develop policies and budgets and ensure efficient and compliant service operations are delivered.
- Demonstrated commitment to social justice and universal access principles, ensuring excellent customer service that is tailored to the diverse needs of customers.

4. Management Skills

The following management skills are required to be utilised:

- Demonstrated effective leadership and management of library service
- Lead and manage a range of projects and partnerships simultaneously, allocating time and resources appropriately to meet objectives.
- Navigate systems and demonstrated ability to achieve objectives and goals.

5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Highly developed communication and negotiation skills
- Stakeholder management
- Excellent written and verbal communication
- The ability to communicate complex issues

6. Qualifications and Experience

The following qualifications and experience are required for the position:

- Tertiary qualifications in library studies or associated discipline
- The incumbent is likely to have had significant involvement in library leadership and management
- Significant experience in Library Service operations, programs, and asset management
- Extensive project planning, change management and project implementation

Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

Values and Behaviours	The City of Kingston has six organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community.
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	<p>Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are:</p> <ul style="list-style-type: none"> • Future Orientated • Accountable • Expert • Celebrate • Community Centric • Dynamic
Safe Workplace Actions	The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.
Policies and Procedures	The responsibilities of this position are completed in line with all council policies related to the position.
Legislative Framework	The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.
Equal Opportunity and Child Safe Standards	The City of Kingston is an equal opportunity and child safe employer.

Key Selection Criteria

Selection will be based on the following key selection criteria. Reference will also be made to other skills, knowledge and attributes contained in the Position Description:

- Demonstrated experience in effective leadership and management of a library service
- Demonstrated adaptability with the skills to effectively lead and embrace change
- Demonstrated ability to be innovative and work through a continuous improvement lens
- Demonstrated ability to lead and manage a range of projects and partnerships simultaneously
- The ability to foster an environment that empowers and motivates employees to achieve their potential

Prerequisites

- Valid Right to Work in Australia
- Undertake and maintain a current National Criminal Records Check
- Hold and maintain a Working with Children Check
- Pre-employment Health Declaration
- Driver's License valid in Victoria
- Reliable comprehensively insured motor vehicle

Inherent Physical Requirements

Adaptive equipment available

Equipment	Description of use
Ergonomic assessment of workstation	Minimise effects of long periods of sitting and using a computer

Ergonomic office chair	Minimise effects of long periods of sitting
Telephone headset	Minimise effects of long periods of telephone use

Category B – Desk based / General administration role - This role has been assessed as a low-level manual handling and low risk role. It requires each applicant to complete the Health Declaration form.

Council will make reasonable adjustments to support people in their work environment wherever reasonably practicable.

Applicants should declare any requirements via the Health Declaration form.

Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.