

## **JOB DESCRIPTION**

<b>POSITION NAME</b>	Service Team Leader
<b>DIVISION</b>	Library and Community Services
<b>SUPERVISOR'S TITLE</b>	Coordinator Wollongong City Libraries
<b>BRANCH</b>	Wollongong City Libraries

### **FUNCTION AND PURPOSE**

This role contributes to creating an Extraordinary Wollongong by leading day-to-day delivery of dynamic library services within one of several key Wollongong City Libraries' (WCL) business streams and/or library locations, to meet the diverse needs of the Wollongong community. It proactively leads a team of library staff to deliver customer-centred library services in one of a variety of functional areas: frontline services at WCL's seven local library sites (Helensburgh, Thirroul, Corrimal, Wollongong, Warrawong, Dapto, Unanderra); programs that promote Community Connection, Learning and Inclusion; Local Studies services; and Collections and Cataloguing services.

This role reports to one of the five Coordinators within the WCL structure. It works collaboratively across WCL; Library and Community Services Division and Council; as well as with local organisations and community partners. This role actively contributes to the development and achievement of Wollongong City Libraries' strategic goals and pursues service quality and innovation. It is accountable for library operations that include: the delivery of customer-centred services and programs; recruitment, supervision and rostering of staff and volunteers; the implementation of relevant policies and procedures; and the achievement of performance objectives by the team that they lead.

The Service Team Leader contributes to the broader L&CS Division leadership team, provides support to the Coordinator team and acts in Coordinator roles as required.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

- 1 Develop, deliver, review and report on Wollongong City Libraries' (WCL) strategic goals and initiatives by delivering quality customer services and targeted programs that promote inclusion and address the diverse needs of the local community.
- 2 Develop, monitor, and implement annual Service Delivery Plans and individual Work Plans to consistently deliver quality customer services, initiate community connection and learning programs, manage collections, and provide local studies services that address the diverse needs, expectations and aspirations of the local community.
- 3 Lead and manage the performance and training of the service team and individuals within it, to achieve service outcomes and in accordance with Council's values, policies, procedures and practices.
- 4 Build positive working relationships to facilitate a constructive and productive workplace and support the team to work collaboratively with other WCL teams and to engage meaningfully in change.
- 5 Promote a culture of continuous improvement, innovation and excellence in customer service, across WCL by implementing an ongoing cycle of data collection, evaluation, reporting and recommendations for improvement.
- 6 Manage day-to-day operations of the service team to deliver outcomes within the parameters of allocated budgets and administrative processes.
- 7 Plan and implement service solutions in consultation with a range of stakeholders to ensure the delivery of a high-quality service that promotes diversity, inclusion and belonging for the community.
- 8 Lead staff engagement, learning and professional development and mentor staff capabilities within the service team.

- 9 Work across library locations and perform other duties as required, including night and weekend rosters.
- 10 Demonstrate Council's organisational values, as well as practices that reflect the principles of EEO, inclusion, reconciliation, and social justice.
- 11 Promote Council and the LCS Division as professional, committed and customer-focused by providing high level communication, consultation, and quality services.

### **WHS Responsibilities**

- 1 Follow WHS policies and procedures and not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare under WHS legislation.
- 2 Identify and report hazards and any unsafe acts.
- 3 Apply WHS policies and procedures to self and others to take reasonable care for the health and safety of people who are at the employee's place of work who may be affected by the employees acts or omissions at work.
- 4 Complete required WHS documentation relevant to the work activity performed at Council.
- 5 Cooperate with employer to enable compliance with any reasonable request relating to WHS.
- 6 Participate in the consultative process on WHS matters.
- 7 Participate in risk assessments activities relating to the work activity performed at Council.
- 8 Take notice of information and participate with WHS training provided.

### **WORKING RELATIONSHIPS**

#### **INTERNAL**

Wollongong City Libraries Manager  
Library and Management Team  
Library and Community Services Staff  
Council Staff  
Volunteers

#### **EXTERNAL**

Members of the Public  
Local Organisations and Community Groups  
Other Library Services  
State Library NSW  
Suppliers, Contractors, Local Government Agencies

### **PERSON SPECIFICATION**

- 1 Completion of a relevant degree or higher qualification.
- 2 Sound written and verbal communication skills with a demonstrated ability to collate, analyse, and report on data in a clear, concise and professional manner.
- 3 Proven experience in leading and managing the delivery of quality frontline services, learning experiences, programs and/or events that promote diversity, inclusion and belonging and address diverse customer, community, stakeholder and business needs.
- 4 Demonstrated interpersonal skills that foster effective working relationships with a diverse range of staff, volunteers, cadets, work placement students and SBATS, with WCL-wide service teams, and with internal and external stakeholders.
- 5 A proven track record in motivating and developing a professional, high-performing and cohesive team and in fostering a culture of best practice and innovation in delivering services and technologies.
- 6 Ability to analyse, evaluate and report on statistical data, technologies and systems, to make recommendations and implement solutions for continuous service improvement.
- 7 Demonstrated ability to respond to customer feedback and resolve frontline customer concerns in line with organisational policies and procedures.
- 8 Experience of professional standards, policies, procedures practices and data management systems relevant to library services.
- 9 Must hold a Working with Children Check.
- 10 Demonstrated values-based practice, that reflects commitment to the principles of EEO, inclusion, reconciliation and social justice.



This Job Description applies to the following positions:

Service Team Leader Thirroul / Helensburgh  
Service Team Leader Corrimal  
Service Team Leader Wollongong  
Service Team Leader Warrawong  
Service Team Leader Dapto / Unanderra  
Service Team Leader Community Connection and Learning  
Service Team Leader Local Studies  
Service Team Leader Collections  
Service Team Leader Cataloguing