



Position Description

Team Leader - Customer Experience Librarian

Ongoing

Portfolio, Branch	Community Choice, Community and Education
Reports to	Program Coordinator, Library
Direct Reports	15
Location	Primarily based at Councils Queanbeyan Site and alternate locations as operationally necessary
Classification/Grade	Grade 13 - \$1,561.47 - \$1,725.43 Gross per week + 10.5% Super
Position Number	2552

Primary purpose of the position

As a member of the Community and Education team, the position's primary purpose is to deliver on the following objective:

- To lead, develop and support the Library's Program and Services Team to deliver high quality library experiences to the Queanbeyan Palerang community

Key Accountabilities

Within the area of responsibility, this role is required to:

- Coordination of workplace health and safety, risk, environmental and quality (HSEQ) objectives and targets
- Contributing constructively to culture of health and safety within the Council.
- Develop and co-ordinate the delivery of high-quality experiences for all ages and skills including:
 - Housebound customers
 - Mobile Library
 - Children and Youth
 - Adult and Seniors
 - CALD and Indigenous Community
 - Community members with a disability
 - Diverse and inclusive community

- Market, promote and publicise library experiences including on social media
- Establish, develop and foster connections with internal stakeholders and the community, including partnerships

Functional Responsibility

The position is responsible for delivery of the following programs and activities:

Library Services	3.1.1	Collection Management	Promotion of library collection, curation and content services for recreational, historical and education purposes
	3.1.4	Library Activities and Programs	Plan, deliver and evaluate a range of educational library activities and programs to meet community needs across the region
	3.1.5	Library Operations	Coordination and management of the operations and staffing of library branches in the region, including the mobile library service, within budget. Focus on quality customer experience

The employer may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Functional Capabilities for the role

- Tertiary professional qualifications in library or information studies (recognised by the Australian Library & Information Association), and experience working in a similar library environment role.
- Demonstrated ability to develop and manage experiences in libraries including customer interactions, marketing, events, and programs.
- Demonstrated ability to provide innovative, relevant and effective library services in the public sector.
- Capacity to lead, motivate and supervise staff so that service unit strategies are delivered while use of organisational resources is optimised.
- Ability to plan, organise, set priorities and manage time, so that organisational resources are optimised, and objectives are achieved within an agreed timeline.
- Capacity to communicate effectively both in oral and written form.
- Demonstrated ability to effectively use desktop and mobile technologies and electronic records management.
- Ability to provide a high level of customer service and advice.

- Possess and maintains a current class 'C' Drivers licence and Current NSW Working with Children Check

Key Internal Relationships

Who	
All QPRC Staff	From staff working in Planning, Development, Administration, Transport and Operations, Engineering, Recreation, Education, Innovation, Projects and Communications.

Key External Relationships

Who	
Various External Stakeholders	At Queanbeyan-Palerang Regional Council we work to serve a growing and diverse Community Spreading over 5,500 Square Kilometres.

Performance

Performance will be measured against Councils Values, LGNSW Capability Framework and Identified Skills.

Council Values

Our values define the way we work and behave. We will promote and encourage our employees to adopt the shared values of:



Integrity:

We role model ethical, transparent and professional decision-making and behaviour.



Respect:

We promote diversity, inclusion, consultation and fairness.



Innovation:

We are future-focused and creative; we embrace technology, risk and opportunity.



Continuous Improvement:

We strive to be efficient and effective through the development of our structures, systems and processes.

'Our Reputation Matters'

The Ethical Framework for the Government Sector

The objective, core values and principles of the Ethical Framework are to be demonstrated in the conduct of all government sector employees and heads of government sector agencies.

Objective

- Recognise the role of the government sector in preserving the public interest, defending public value and adding professional quality and value to the commitments of the Government of the day
- Establish an ethical framework for a merit-based, apolitical and professional government sector that implements the decisions of the Government of the day.

For more information: <https://www.psc.nsw.gov.au/workplace-culture---diversity/workplace-culture/the-ethical-framework>

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Relationships Communicate and Engage	Intermediate	<ul style="list-style-type: none"> • Focuses on key points and communicates in 'Plain English' • Clearly explains and presents ideas and technical information • Monitors own and others' non-verbal cues and adapts where necessary • Listens to others when they are speaking and asks appropriate, respectful questions • Shows sensitivity in adapting communication content and style for diverse audiences
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Builds a network of work contacts across the organisation • Approaches negotiations in the spirit of cooperation • Puts forward a valid argument using facts, knowledge and experience • Asks questions to understand others' interests, needs and concerns • Works with others to generate options that address the main needs and concerns of all parties
Workforce Leadership Optimise Workforce Contribution	Intermediate	<ul style="list-style-type: none"> • Develops team/ project plans that make the best use of the skills and strengths of people in the team • Plans and monitors resource allocation against unit/project plans • Identifies solutions to current and potential resource/capability gaps • Participates in workforce planning to ensure the availability of capable resources

Skills

The skills for the position are those required to undertake the position and progress through the steps within the positions evaluated grade. This sheet is to be printed and used to undertake a skills assessment during the annual Employee Development Evaluation (appraisal).

#	SKILLS ASSESSMENT	Employee	Manager	Agreed
1.	Demonstrated ability to coordinate the planning development, delivery and evaluation of library, programs and events for children, youth, seniors and members of the general community			
2.	Demonstrated ability to coordinate the planning, development, delivery and evaluation of inclusive library programs appropriate for people with a disability or special needs and to culturally and linguistically diverse members of the community.			
3.	Extensive knowledge of library services for children and youth			
4.	Demonstrated ability to manage home library services			
5.	Demonstrated ability to provide information to the community about local events and services			
6.	Comprehensive knowledge of adult and children's literacy and ability to provide specialist advice to staff and customers			
7.	Excellent reader's advisory skills using a variety of print and online resources and ability to train library staff in reader's advisory services.			
8.	Demonstrated ability to assist library customers using public computers (with e-mails, online forms, accessing information, using Microsoft Office programs, printing and any other issues arising)			
9.	Demonstrated ability to provide high level reference services using a variety of print and online resources			
10.	Knowledge of how to access and use the Library's e-resources and ability to help library customers access these resources on a variety of devices			
11.	Demonstrated ability to develop and maintain a collection of resources for children and young people			
12.	Attend and actively participate in meetings with external stakeholders in the community including, schools, community service providers and other community organisations to raise awareness of library services and programs			

13.	Demonstrated ability to coordinate the promotion and marketing of library services, programs and events using a range of communication channels including print and social media			
14.	Participate in NSW public library discussion groups by subscribing to e-mail lists, attending working group meetings and following wikis and blogs			
15.	Excellent customer service – demonstrated high level engagement and responsiveness to customer enquiries and complaints			
16.	Effective and accurate corporate record keeping for any record relating to Council business. Includes registration, distribution and retrieval of all formats (emails, documents, images, recordings, social media etc.)			
17.	Ability to work collaboratively and constructively with staff across various teams in QPRC.			
18.	Knowledge of essential data and statistical analysis and reporting processes.			
19.	Proficient use of all corporate software applications and systems, including Microsoft Suite.			
20.	Good knowledge of document design and publishing using appropriate software.			
21.	Demonstrated knowledge of systems in One Council, necessary for the role. For example, Finance module, Property and Rating,			
22.	Demonstrated ability to manage online tools such as Intranet, Helpdesk requests, Promapp, Fleet bookings, HRM and CRM			
23.	Effective and timely management of emails, internal and external.			
24.	Proficient use of all necessary office equipment (photocopiers, PCs, tablets)			
25.	Effective telephone usage, effective face to face communication and negotiation skills, and good meeting etiquette			
26.	Highly developed written skills, with ability to plan and deliver reports, letters, meeting minutes proposals, etc.			
27.	Demonstrated ability to work unsupervised on projects and events, often with deadlines and expectations from Council staff and the community.			

28.	Knowledge to conduct Hazard Identification and complete incident reports including follow up and maintenance of incident registers.			
29.	Awareness of Local Government Award and Council Directives and Policies and ability to work within these boundaries			
30.	Knowledge of NSW Library Council Guidelines and ALIA National Standards and Guidelines for Australian Public Libraries			
31.	Develop and maintain an effective personal work plan which relates to the Service Delivery Plan objectives.			
32.	Work well to deliver team outcomes and support managerial objectives.			
33.	Continue to grow, learn and develop in the role and seek opportunities to enhance personal knowledge and development.			
34.	Comply with QPRC Values of Integrity, Innovation, Respect and Continuous Improvement and demonstrate these regularly in the workplace.			
35.	Assist the Program Coordinator and Service Manager in strategic and operational planning for the Library, particularly in regards to programming and customer service.			
TOTAL		Employee	Manager	Agreed
Rating: Entry = 0% – 39% skills achieved Step One = 40% - 69% skills achieved Step Two = 70% - 89% skills achieved Step Three = 90% + skills achieved		____ achieved	____ achieved	____ achieved
		____ total	____ total	____ total
		- - - - -	- - - - -	- - - - -
		= ____%	= ____%	= ____%