

CLARENCE VALLEY COUNCIL

Position Description

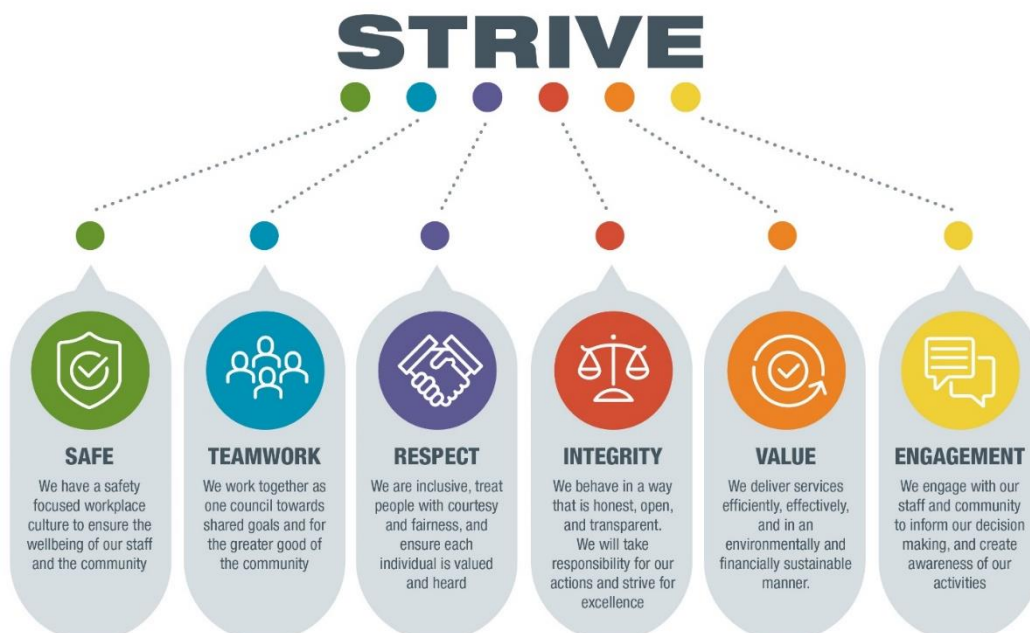
Team Leader (Public Library Services)

Directorate	Communication and Engagement Section, Corporate and Community Directorate
Location	Grafton Library, Yamba Library, Maclean Library, Iluka Library, however this may change should business need identify other work locations to be more appropriate to deliver our services in the future.
Classification/Grade/Band	Grade 10 – Entry to Step 4 Band 3 Level 1
Employment Type	Permanent Full time (70 hours of work per fortnight)
Date position description approved	July 2026

Overview

With a large geographical area of 10,441 square kilometres and a population of 56,874 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of the south east Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

Values



Primary purpose of the position

Lead the delivery of Clarence Valley's public library services across multiple locations, ensuring exceptional customer experiences, innovative programs, strong community partnerships and responsive services that enrich the social, educational, cultural and digital wellbeing of our communities.

Key accountabilities

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

- Develop and deliver a quality and innovative library service which meets the information, educational, recreational and cultural needs of the community in line with Council plans and strategies.
- Overseeing the day-to-day operations of libraries (either Grafton or Lower River including Yamba, Maclean and Iluka) to ensure the highest quality library services and resource utilisation for our communities.
- Work closely with the Clarence Regional Library team to ensure the community has user-friendly access to the library management system and that the collection remains relevant and satisfies the needs of the surrounding communities.
- Actively build and lead a team of library staff including mentoring, rostering, training, coordination and supervision to deliver a high-quality experience that is in line with Council's policies and procedures.
- Use a range of tools to prepare data, insights and reporting including library statistics, industry trends and demographic changes with a focus on maintaining quality and innovative services for the community.
- Promote the public libraries with support from the Senior Library Officer (Digital Engagement), including community outreach, publicity, displays and partnerships.
- Work with the Senior Library Officer (Programs) to design innovative and inclusive programming that aligns with strategic priorities and meets the needs of a diverse range of community groups to maximise participation.
- Provide on the ground support and customer services for users of meeting rooms, or community centre, to build ongoing relationships between internal departments and the community.
- Work in cooperation with internal stakeholders to ensure libraries are running smoothly and collaboratively, including Clarence Regional Library staff, facilities, technology and systems, as well as other community programming and engagement teams.
- Collaborate on library strategic and operational planning, as well as budget management, to drive continuous improvement initiatives that improve community experiences and drive operational efficiencies.
- Develop and maintain strategic partnerships with educational institutions, community organisations, First Nations stakeholders and government agencies and champion the role of libraries as inclusive community hubs that support literacy, learning, creativity, connection and access to information for diverse communities.
- Monitor funding opportunities and participate in the preparation of grant applications that meet the strategic objectives of the Clarence Regional Library and Clarence Valley Library Services.

Key challenges

- Managing a demographically dispersed team.
- Delivering training packages that enables uniformity of service in a format that is staff accessible.

- Delivering project activities within the scope of funding while remaining flexible and responsive to community need.

Key internal relationships

Who	Why
Regional Librarian	Escalate issues, keep informed and receive direction. Provide regular updates on key projects, issues and priorities.
Public Libraries Team	Collaborate with the teams on risks and issues, and process improvements Update on the status of the projects, share ideas and learnings.
Regional Services Team	Collaborate with the teams on risks and issues, and process improvements Update on the status of the projects, share ideas and learnings.
All staff within Council	Collaborate to ensure that Customer services are aligned with business needs and strategic direction. Liaise with IT section in providing timely, effective and efficient IT services to community. Liaise with Facilities section to ensure safe, maintained library facilities.

Key external relationships

Who	Why
General public, government agencies, regional organisations, community groups	Build professional relationships with local community networks and organisations necessary for the work of the Library Service.

Key dimensions

Decision making

The position is responsible for all decisions relating to the day to day delivery of the libraries goals.

Reports to	Regional Librarian
Direct reports	5
Indirect reports	Nil

Essential requirements

- Tertiary qualifications in Library Science or a Degree and Graduate Diploma in Library Science or equivalent skills and experience.
- Current Drivers Licence
- Current Child Protection (Working with Children) Check Number or APP Number

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

Local Government Capability Framework

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

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

Capability Group	Capability Name	Behavioural Indicators
Personal Attributes Manage Self	Adept	• Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships Communicate and Engage	Adept	• Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Results Plan and Prioritise	Adept	• Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Resources Technology and Information	Adept	• Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements

Local Government Capability Framework

Capability Group	Capability Name	Behavioural Indicators
Workforce Leadership Manage and Develop People	Adept	• Seeks to understand the individual strengths, weaknesses, goals and concerns of team members • Defines and communicates roles and responsibilities and sets clear performance standards and goals • Coaches team members to help improve performance and development • Regularly discusses performance with team members and provides accurate, constructive reviews • Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals • Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way