

Position Description

Team Leader Libraries

Position Overview	
Department	Community Services
Position Status	Permanent Full-Time
Classification	Senior Officer Level 1
Location	Based at Hastings Office however may be required to work across any site based in the Mornington Peninsula Shire municipality
Reports to	Manager Arts, Culture & Community

About Mornington Peninsula Shire & Team

Mornington Peninsula Shire is responsible for a broad range of more than 70 services from community services to infrastructure which supports the wellbeing and prosperity of the Mornington Peninsula community. Our vision is to value, protect and improve the unique characteristics and way of life on our Peninsula.

Our community is at the heart of everything we do, and our organisation is committed to the highest standards of performance, behaviour, and service. To guide us in the delivery of exceptional community outcomes, we live our values of Integrity, Courage, Openness, Respect and Excellence.

As an employer, we are committed to providing an environment that is safe and engaging and enables our people to achieve great things. We are committed to child safety and ensuring our workforce is inclusive and reflects the diversity of our community.

This position works within the Community Strengthening directorate as part of the Arts, Culture & Community team.

Mornington Peninsula Library Service operates across the Mornington Peninsula with Libraries located in Rosebud, Hastings, Somerville, and Mornington, as well as a Mobile Outreach service. The libraries team are committed to delivering expertise, programs and services for the Council which enable each person to deliver excellent performance, behaviour, and service for our community.

Position Purpose

The Team Leader Libraries will lead, operate, coordinate and support the delivery of a network of high-quality library services for residents, business and visitors to Mornington Peninsula Shire. The position will be responsible for leading the library service and will work closely with the Manager Arts, Culture and Community to build strategic leadership and management, including responsibilities for delivering high level professional advice to Council. The position will serve the community to the highest customer service standards and build engagement through excellent information services and creative, cultural and lifelong learning initiatives that respond to our diverse community.

Our Library is a dynamic public library service, providing a welcoming, inclusive and stimulating environment where lifelong habits of learning and self-expression are encouraged, a love of reading is nurtured, and where library users can meet their education, information, social and recreation needs. Our Library services are responsible for the planning, development, implementation and delivery of services, policies, projects, and programs that bring enjoyment and other benefits to the local community.

The Team Leader Libraries is responsible for implementing the Library Strategy and Annual Action Plan, managing and leading Library Services to ensure they are delivered in a well-coordinated and creative way that reflects our aspirations and those of our community. The position will work closely with project and program



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managers, managing stakeholder and Councillor engagement and ensure projects and programs are delivering intended benefits.

The Team Leader Libraries is responsible for the management of relationships, programs and initiatives that pertain to Council's Library Strategy. This includes preparation of subplans, reporting, coordination, and operational responsibility for both strategic partnerships and day-to-day operations. The position is required to build a cohesive and effective team and networks across Council that supports delivery of the relevant objectives of the Council Plan. A key part of the role is to build collaborative working relationships, and work constructively across the business unit, the directorate and the broader organisation. This position is responsible for promoting the Shire's values of Integrity, Courage, Openness, Respect and Excellence.

Key Responsibilities & Accountabilities

<p>Key Position Outcomes</p>	<ul style="list-style-type: none"> • Lead change across the unit to drive creation of a contemporary Library service with creative vision and innovation with consideration to workforce planning, agile resource management and effective contract management. • Lead officers across the organisation to achieve timely and appropriate outcomes related to facility planning, technology enhancements, space design, pioneering policy and strategy development, and future capital works. • Develop and manage effective and sustainable relationships with internal and external stakeholders, with a view to facilitating, developing and implementing public value. • Prepare reports for Council as required on policy, planning, strategic directions, and operational issues related to services across the Arts, Culture & Community department. • Collaborate with community organisations and other stakeholders to enhance programs and lead service development to ensure library services are always delivered to a high standard. • Lead the development of library strategy action plans, including analysis of options and associated risks, and recommend appropriate action for Council consideration and approval, including delivery of strategies for asset renewal and effective use of existing spaces, new technology and industry partnerships etc. • Take the lead in cross-organisational and multi-organisational planning, coordination, delivery and post-implementation analysis to review and improve library programs. • Drive and lead improvement initiatives for planning, monitoring, reporting and tracking of the library service and its portfolio of initiatives using Councils Project Management Framework to ensure literacy, lifelong learning and library services meet the needs of customers, residents, and visitors. • Provide expert advice on program and project delivery to support the achievement of Council's plans and strategies that build capacity within the community. • Coordinate, review, implement and test the Library Business Continuity Sub-Plans, and identify and mitigate safety aspects and potential liabilities therefore minimising the risks to staff, customers, service users and the environment. • Ensure a healthy and safe workplace for staff and customers by mentoring and providing support to the Library Emergency Wardens and Health & Safety Representatives, modelling the use of OH&S online platforms, and reviewing incidents and work procedures.
<p>Leadership</p>	<ul style="list-style-type: none"> • Provide passionate leadership to the unit, including building and developing a committed, capable, aligned and engaged team through ongoing support, coaching and mentoring.



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	<ul style="list-style-type: none"> • Build team performance through continuous improvement approaches that address staff morale and engagement. Utilise transformational leadership approaches to problem solve and break down barriers to enable innovation. • Develop, review, and implement appropriate development and engagement plans to support each team member to achieve great things, make decisions and identify improvement opportunities. • Ensure staff have adequate information, instruction, training and supervision to work in a safe and healthy manner and coordinate risk management activities across the Libraries team including conducting risk assessments and annual site inspections, developing action plans to address identified risks as required.
Operational Management	<ul style="list-style-type: none"> • Ensure effective financial management through efficient and regular monitoring of the Libraries budget and the capital works program. • Ensure team members comply with the provisions of government guidelines, Corporate and unit policies and procedures by confirming unit protocols, procedures and work instructions are performed effectively and to quality standards. • Lead the review of the unit protocols and procedures and the implementation of strategies to affect change, including monitoring and responding to the effectiveness of any change. • Manage procurement and contract management requirements in line with relevant policies and systems. • Contribute to a safe working environment by adherence to the Occupational Health and Safety Act 2004, regulations and Council Occupational Health and Safety procedures. • Project manage key initiatives and projects on time to achieve desired outcomes. • Identify and manage key corporate and safety risks associated with the portfolio. • Monitor use of Council resources to maximise efficiency. • Deliver on team reports in a timely, accurate and succinct manner.
Relationship Management	<ul style="list-style-type: none"> • Ensure timely and person focused customer service is always delivered. • Build collaborative and outcome focused relationships at all levels of the Council. • Work closely with other members of the Libraries team to ensure effective and consistent service for Council. • Build collaborative and productive relationships with external stakeholders including service providers.
Organisational Responsibilities	<ul style="list-style-type: none"> • Role model the Shire's values of Integrity, Courage, Openness, Respect and Excellence by leading through example, inspiring and empowering team members and promoting and facilitating organisational culture. • Through planning, supervision, mentoring and monitoring, set team priorities that achieve effective, efficient timely and person focused customer service delivery to customers, residents and visitors that meet Council Plan objectives. • Encourage and develop staff to fully utilise their skills and maximise their potential through coaching, training, and skill development and ensure Career and Performance reviews of direct reports are conducted annually. • Provide opportunities to minimise conflicts by addressing issues as they arise and supporting Coordinators and staff to develop strategies to minimise incidents and resolve operational issues.



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	<ul style="list-style-type: none"> • Ensure library teams are resourced and focused on the achievement of Unit Business Plan and Council Plan goals, within budget. • Create a positive environment that fosters innovative work practices and a commitment to best practice, in line with the MPS Libraries Culture Plan and corporate Codes of Conduct. • Build collaborative and outcome focused relationships across all levels of Council and the community to ensure effective and consistent service for Council. • Maintain professional expertise, performance and personal development.
Experience & Capabilities	
<p>Qualifications and Experience</p>	<ul style="list-style-type: none"> • An established outstanding leader and team player with a track record in being part of and building high-performing teams that are aligned, engaged, and collaborative. • Demonstrated experience of leading in a service delivery environment, embedding a culture of continuous improvement, and driving high performance. • Degree or Post Graduate diploma with substantial leadership experience. • Local Government and /or public library experience is essential. • Ability to develop annual plans and budgets in a large complex organisation to support the delivery of organisational priorities. • Extensive experience in managing and implementing innovative library services or other customer orientated services in a dynamic and complex urban environment, including delivering creative, technology inspired and educational initiatives that respond to community needs. • Understanding of, and experience in delivering public value policies, projects, and programs. • Highly developed analytical and lateral thinking skills and the ability to take initiative, drive change and implement innovations. • Excellent interpersonal, negotiation and persuasion skills, with the ability to use discretion and judgement to achieve goals with a range of stakeholders including community, government representatives and staff from across Council.
<p>Specialist Skills and Knowledge</p>	<ul style="list-style-type: none"> • Apply specialist knowledge to ensure commitment to the lifelong learning and literacy needs of the community. • Detailed understanding of library service complexities including knowledge of the policy and service context of the library, lifelong learning and literacy sectors and understanding of and ability to apply the principles of community development. • Demonstrated commitment to customer service excellence and ability to deliver innovative customer and community-focused outcomes. • Demonstrated strong leadership capabilities and ability to lead a team. • Exceptional policy development and needs analysis skills.
<p>Interpersonal and Management Skills</p>	<ul style="list-style-type: none"> • Demonstrated team management and leadership skills; including an ability to create vision and enable, inspire and guide others towards goal accomplishment. • Ability to lead change across the team to drive creation of a contemporary Library service with creative vision and innovation, with consideration to workforce planning, agile resource management and effective contract management. • Ability to build team performance through continuous improvement approaches that address staff morale and engagement, utilising transformational leadership to enable innovation.



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	<ul style="list-style-type: none"> • Ability to promote engagement, collaboration, and adaptability, and align a large team towards a shared goal. • Ability to accurately assess the political environment with a well-developed political acumen. • Highly developed written and verbal communication skills and an ability to use persuasion, influencing, negotiating and conflict resolution skills. • Ability to motivate and gain co-operation from library customers, team members and other stakeholders, including strong sensitivity and the ability to relate to a wide variety of lifestyles and cultures. • Highly developed problem solving and decision-making skills and the ability to think laterally to develop and provide innovative community-centric solutions. • Outstanding time management skills with the ability to manage multiple work streams and competing demands and produce high quality work within tight deadlines. • Sound financial management, research, analysis, report writing and presentation skills.
<p>Judgement and Decision Making</p>	<ul style="list-style-type: none"> • Ability to solve problems using policies and procedures, with guidance. • Ability to provide advice and support in line with the longer-term goals of the department, organisation, and community. • Ability to evaluate service provision and customer need and satisfaction and make recommendations for service changes to meet community need within Council resourcing and financing constraints.
<p>Accountability and Extent of Authority</p>	<ul style="list-style-type: none"> • Ability to ensure decisions and actions taken are within the scope of the role and are in line with policies and guidelines. • Ability to foster a performance-based culture and drive accountability by coaching, mentoring and empowering direct reports. • Accountable for the provision of: <ul style="list-style-type: none"> ○ Effective and efficient management and development of the Library Service to enhance the lifelong learning and literacy needs of the community and maximise service user satisfaction. ○ Specialist knowledge, technical support, and resources to help support team members to perform their roles to the best of their ability. ○ Innovative continuous improvement initiatives which enhance procedures and processes. ○ Timely reporting and provision of information to the Manager Arts, Culture & Community on relevant operational issues, community need and programs and services.
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Highly innovative and accountable with drive, enthusiasm, and a commitment to continuous improvement • Detail focused with high drive and commitment to the team and community • Collaborative and team and relationships focused • Customer focused • Empathy and Cultural Awareness • Commitment to living Mornington Peninsula Shire values



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Other Relevant Information

- This position description is an overview of the role and the incumbent may be directed to carry out additional duties as required.
- The incumbent must hold work rights to hold a permanent full-time position in Australia.
- A current Victorian drivers licence is required, and licence audits may be conducted if the person is required to drive a Shire vehicle as part of this role
- This role requires a Police and Working with Children Check and may require further assessments such as qualification and fitness to work assessments.
- The incumbent is required to participate in the annual Goals & Performance Review program.

Approval & Understanding

The following signatures are required to indicate understanding, agreement, and approval of the position description.

Position description approved by:

Name: Cheryl Casey

Title: Manager Arts, Culture & Community

Signature:

Date:

I have read and understood the requirements set out in this Position Description

Incumbents Name:

Signature:

Date:

