Role Description
Librarian Network Lead

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Support and Community Group
Position Description no	10803-01
Classification/Grade/Band	Librarian Grade 4
Senior executive work level standards	Not Applicable
ANZSCO Code	1399999
PCAT Code	1225492
Date of Approval	April 2022
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training supporting hundreds of thousands of learners annually and with a proud history of setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

This position is responsible for leading and managing library and information services and teams of library resources allocated to a library network that is designated to be operationally large and complex in nature.

This role leads the provision of an integrated library and information service that delivers high quality standards and is responsive to customer needs. The role also supports the Manager Library Services in strategic and operational planning for the network.

Key accountabilities

1. Lead and manage library and information services, teams and resources allocated to a library network.
2. Support the development of the library networks strategic plans and initiatives to deliver high quality standards and meet customer needs.
3. Implement the operational business plan for the library services in the assigned Network to ensure delivery of an integrated frontline library and information service.
4. Lead and manage network library staff management activities including recruitment, induction, performance and capability development delivered across dispersed teams.
5. Collaborate across TAFE NSW Library Service and participate in frontline delivery to develop consistent services and products for staff and students.
6. Contribute to budget planning, monitoring and reporting for the assigned Library network and ensure compliance with corporate and regulatory policies and standards.
7. Represent libraries on appropriate TAFE NSW committees, working parties and project groups, as assigned, to contribute to broader SEG service and delivery objectives.
8. Initiate, manage and implement library and information projects and strategies contributing to change management and continuous improvement to ensure services are flexible, innovative and creative in meeting the diverse and emerging needs of staff and students.
9. Provide specialised advice and innovative solutions to a range of key stakeholders of the network to ensure quality and consistency in library and information service and delivery.
10. Demonstrate a genuine commitment to safety excellence and safety leadership. This includes setting health and safety expectations, results and behaviours with direct reports, providing a safe workplace and ways of working, and promoting and complying with safety systems and procedures.
11. Place the customer at the centre of all decision making.
12. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
13. Collaborate with staff to ensure the development and regular review of meaningful individual performance development and review plans that are clearly aligned to strategic objectives and focused to develop the individual.

Key challenges

- Providing a consistent library and information service for users with a varying range of literacies, locations and challenges.
- Maintaining currency within a rapidly evolving information landscape.
- Dealing with a range of complex and detailed operational and conceptual problems and tasks.
- Providing clear and effective leadership to the network to build an engaged and motivated team in an environment of constant change.
- Support service area responsibility as required.

Key relationships

Internal

Who	Why
Line Manager	• Receive leadership, advice and support.
Direct Reports	• Provide leadership, advice and support. • Collaborate on developing consistent services, products and library staff management activities.

Who	Why
Library Network Lead	• Liaise and collaborate to achieve the strategic and operational objectives. • Collaborate on cross team workflows, resourcing, systems issues and mutual customer experience matters. • Collaborate on delivering continuous improvement initiatives and strategies.
Library Resources Lead	• Liaise and collaborate to achieve the strategic and operational objectives. • Liaise and collaborate on Resources Management issues. • Collaborate on delivering continuous improvement initiatives and strategies.
Broader Student Support and Community Group, and Learning and Teaching Group	• Contribute to service and delivery objectives.
Corporate Services Group	• Seek guidance and liaise on corporate policies, processes, guidelines and standards.
Product and Quality Group	• Establish relationships with the Product and Quality Group. • Collaborate to coordinate the resources needed to support products.

External

Who	Why
Professional Information bodies, government agencies and communities	• Collaborate and network on best practice/contemporary Library services.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Manager Library Services

Direct reports

Dependent on network

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Eligibility for Associate membership of Australian Library and Information Association (ALIA) and an ALIA accredited library and information science qualification.
3. Experience in building and leading a team that encourages innovations, focuses on service standards, continuous improvement and the implementation of efficiencies.

4. Knowledge and understanding of educational trends and issues as they apply to library and information services.
5. Willingness and ability to travel as per business requirements.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Be persistent, self-reflect and commit to learning	• Be a professional role model for colleagues, set high personal goals and take pride in achieving them • Actively seek, reflect on and act on feedback about your performance • Reflect on and use negative feedback as an opportunity for growth and improvement • Take the initiative and act in a decisive way • Pursue and apply new knowledge and practices relevant to your organisation to improve outcomes	Advanced
Relationships	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	Adept
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Recognise when effective collaboration between teams leads to achieving outcomes • Communicate with others in your organisation and across government to improve information sharing and collaboration • Facilitate opportunities to collaborate with stakeholders to develop solutions together • Network widely across government and other organisations to increase opportunities to collaborate • Encourage others to use appropriate ways and tools to collaborate, including digital technology • Encourage diverse cultural perspectives in developing strong team relationships	Advanced
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, business unit and your organisation when prioritising work • Set, prioritise, consult on and develop team and business unit goals, strategies and plans • Anticipate, assess and respond appropriately to the impact of changes, including changes to government policy and economic conditions, on team or business unit goals • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust plans accordingly	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
Results	**Demonstrate Accountability** Be proactive and responsible for your actions, and follow legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for your actions • Identify and follow safe work practices • Be aware of risks and act on them or raise them with your supervisor as appropriate • Make sure you and others always follow safe work practices • Use financial and other resources responsibly • Seek feedback from stakeholder groups to enable culturally informed feedback	Intermediate
Business Enablers	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand core financial terminology, policies and processes, including relevant recurrent and capital financial measures • Understand how business planning and budgets are affected by the funding allocated to your organisation • Identify discrepancies or variances in financial and budget reports, and take corrective action • Know when to seek specialist advice and support and establish relevant relationships to access the appropriate support when needed • Consider financial implications when you make decisions or prepare business cases	Adept
Business Enablers	**Project Management** Understand and use effective ways to plan, coordinate and control projects	• Research and analyse data at a basic level to inform and support the achievement of project deliverables • Contribute to developing project documents and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify when projects differ from their plans and tell your supervisor	Intermediate
People Management	**Optimise Business Outcomes** Manage people and resources effectively to achieve public value	• Initiate and develop longer term goals and plans to guide the team's work in line with organisational objectives • Consider impacts of industry trends when planning and allocating resources to achieve business outcomes • When planning resources, implement processes that encourage the attraction and retention of people with diverse cultures, backgrounds and experiences • Ensure team members base their decisions on a sound understanding of public sector business and risk management principles • Monitor performance against standards and keep others informed about progress and performance outcomes	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.
Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Business Enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
People Management	Manage and Develop People	Engage with and motivate staff, and develop their capability and potential	Adept
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
People Management	Manage Reform and Change	Support and champion change, and help others to engage with change	Intermediate