Library Branch Leader

Position Description

Directorate	Community and Environmental Services	**Department**	Cultural Services
Reports To	Library Customer Experience Coordinator	**Direct Reports**	Yes
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	**Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level**	Schedule 1, Level 6

Position Purpose

This position will Lead a Branch Library team in providing contemporary and dynamic library services in order to achieve quality community engagement and provide positive customer service experiences.

Key Responsibilities and Outcomes

As a Library Branch Leder and member of the Cultural Services Department you will:

- Lead branch library service delivery, including providing relevant programs and engagement with a diverse customer base.
- Develop and lead a branch library team, through a range of workforce management initiatives, to maintain a customer centric culture of high performance and accountability.
- Manage a specific branch library collection whilst supporting the broader collection needs of the community.
- Present and maintain the branch library as a welcoming, inclusive and safe space, including addressing any general facility maintenance matters.
- Build and manage relationships with a range of local community stakeholders to deliver quality service outcomes.
- Develop branch library business plans and report on service outcomes.
- Contribute to the review of Library Services and processes and the delivery of service strategies and projects, including branch library upgrades.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

SERVICE | TEAMWORK | INTEGRITY | RESPECT | SUSTAINABILITY

Decision Making	
Budget	$10,000
Delegations	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Substantial knowledge and experience in leading the delivery of public library services and programs that generate positive customer experiences.
- Strong experience in community engagement and the building of productive relationships with a suite of internal and external stakeholders.
- Substantial experience in the development of individual and team capabilities that foster a healthy, inclusive and customer focused work environment.
- Knowledge and understanding of the political and organisational environment within a Local Government context.
- Proven ability to manage library collections and implement contemporary library practices.
- Sound level of knowledge and experience in business planning, delivering service strategies and projects, reporting, facility maintenance and financial management.

Qualifications

- Current Working with children card for child related employment from Blue Card Services.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.