

**A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES  
ENJOY A VIBRANT LIFESTYLE**

### Senior Library Branch Leader

<b>Division</b>	Community and Environmental Services	<b>Department</b>	Cultural Services
<b>Reports To</b>	Library Customer Experience Coordinator	<b>Direct Reports</b>	Yes

### Position Purpose

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

#### Operational

- Lead branch library service delivery, including providing relevant programs and engagement with a diverse customer base.
- Support library network service delivery, including the management of couriers, home library service and casuals.
- 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.
- Support the Library Services network capacity building and development of upcoming leaders and provide staff on boarding programs and staff training.
- Manage a specific branch library collection whilst addressing the collection needs of the local community and supporting the network collection outcomes.
- Present and maintain the branch library as a welcoming, inclusive and safe space, including addressing any facility maintenance matters, liaise with other venue stakeholders and tenants, act as a point of contact for venue related contractors.
- Build and manage relationships with a range of internal and external stakeholders and local and regional partners to develop and deliver quality service outcomes and initiatives.
- Develop Branch Library business plans and report on service outcomes
- Contribute to the review of library services and processes and the development and delivery of service strategies and projects including branch library upgrades.
- Contribute to broader Cultural Services initiatives, strategies and service enhancement.

#### Values

At Moreton Bay Regional Council, we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a leader of people, you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.



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## Decision Making

**Budget** - \$20,000

**Delegations** - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

## Knowledge & Experience

- Substantial experience and knowledge in leading the delivery of high volume and complex public library services and programs that generate positive customer experiences.
- Strong experience in regional community engagement and the building of productive relationships with a suite of internal and external stakeholders and partners.
- Substantial experience in the development of individual and team capabilities, leading a large team and contributing to fostering a healthy, inclusive and well-connected workplace.
- Knowledge and understanding of the political and organisational environment within a Local Government context.
- Proven ability to manage library collections across a network and implement contemporary library practices.
- Substantial level of knowledge and experience in strategy development, business planning, project management, reporting, complex facility management and financial management.

## Qualifications

- Tertiary qualification in Library and Information Management or other relevant field.
- Current C class driver's licence.
- Current Working with children card for child related employment from Blue Card Services.

*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.*