

## Library Team Leader

### Position Description

<b>Directorate</b>	Community and Environmental Services	<b>Department</b>	Cultural Services
<b>Reports To</b>	Senior Library Branch Leader	<b>Direct Reports</b>	Yes
<b>Queensland Local Government Industry Award - State 2017 - Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services.	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 5

#### Position Purpose

Lead the day to day, functional operations of a Branch Library team, delivering quality library services and achieving positive customer service experiences.

#### Key Responsibilities and Outcomes

As a Library Team Leader you will:

- Coordinate the day to day, functional delivery of branch library services, including the development and delivery of programs to a diverse customer base.
- Support the management of a specific Branch Library collection to address the collection needs of the local community.
- Lead branch library team members on a day to day basis, providing expert advice and supporting the Branch Leader, utilising a range of workforce management initiatives, to maintain a customer centric culture of high performance and accountability.
- Support the presentation and maintenance of a Branch Library as a welcoming, inclusive and safe space, addressing any general facility maintenance matters.
- Support the management of relationships with a range of local community stakeholders to deliver quality service outcomes.
- Contribute to the review of library processes, procedures and programs and support the delivery of service strategies and projects.

#### 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**

<b>Decision Making</b>	
<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

<b>Knowledge &amp; Experience</b>
<ul style="list-style-type: none"> <li>• Strong level of experience and knowledge in supporting the delivery of services, collections and programs at a Branch Library.</li> <li>• Strong experience in building productive relationships with a suite of local community stakeholders.</li> <li>• Sound level of experience in leading high team performance in a customer focused work environment.</li> <li>• Sound level of understanding of the presentation and maintenance standards that relate to a public library.</li> <li>• Sound level of experience in reviewing, developing and implementing procedures and processes to achieve continual improvement.</li> </ul>

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Tertiary qualification within the Library Services field and/or significant experience.</li> <li>• Current C class driver's licence.</li> <li>• Current Working with children card for child related employment from Blue Card Services.</li> </ul>

*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.*