

POSITION DESCRIPTION

POSITION TITLE:		Team Leader, Customer Experience and Operations			
POSITION NO:		703710	CLASSIFICATION:		Band 6
DIVISION:		Community Wellbeing			
BRANCH:		Library Services			
UNIT:		Resources and Technology			
REPORTS TO:		Coordinator Resources and Technology			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

The library operates in a team environment in which the Library Management, Library Resource and Technology, Library Development and Marketing, and Library Community Engagement and Partnerships teams work together to achieve the objectives and initiatives outlined in the library plan.

To achieve this objective the incumbent will:

- Contribute to the achievement of Yarra Libraries' business strategy, vision and values.
- Lead the Customer Experience Team in the delivery and continuous improvement of Yarra Libraries' policies and procedures.

- Deliver customer service excellence by developing, implementing and reviewing Yarra Library strategies, policies and procedures.
- Develop and deliver staff training to enhance skills and continually improve the customer service standard in line with Yarra Libraries' strategy.
- Provide leadership to casual and weekend staff.
- Maintain an awareness of current issues and technology trends in the provision of public library services through the participation in professional learning, attendance at seminars, training courses and internal relationships.
- Develop and maintain a high level of knowledge of systems and digital resources and services that Yarra Libraries offers its customers.

ORGANISATIONAL CONTEXT

Yarra City Council seeks to foster an inclusive and dynamic community. It recognises that engaging in social and cultural activities enhances community belonging and well-being.

Yarra's suburbs have a rich and varied history which is reflected in the city's built form, natural environment and diverse population, which has a strong sense of community.

Lifelong learning and access to information and cultural resources has a place in the lives of all people, and Yarra Libraries has a valuable role to play in supporting our community as they learn, discover, imagine and engage.

Yarra Libraries 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 educational, informational and recreational needs.

Yarra Libraries' Vision is: *Connect Discover Inspire*

Yarra Libraries' Mission (as indicated in the Yarra Libraries Strategic Plan 2017–20) is:
To provide a place for all people to connect with others, discover new things and find inspiration, both within the library walls and beyond.

Yarra Libraries sits within the Community Wellbeing Directorate and is responsible for the provision and management of public library services to the community, through five static libraries at Carlton, Collingwood, Fitzroy, North Fitzroy and Richmond, and a virtual presence online (at www.yarralibraries.vic.gov.au)

The library service employs 49.2 EFT staff within the three core functional areas including Community Engagement and Partnerships, Library Development and Marketing and Resources and Technology.

ORGANISATIONAL RELATIONSHIPS

This position reports to:	Coordinator Resources and Technology
Direct reports:	Customer Experience Officer (Rostering) Customer Service Officers Casual Library Staff Shelvers Weekend Staff
Internal relationships:	Yarra Libraries staff Council staff Yarra City Council
External relationships:	Yarra Libraries members City of Yarra residents Suppliers and contractors Industry professionals Community groups and organisations

KEY RESPONSIBILITY AREAS AND DUTIES

Customer Service

- Develop, implement and continually review Yarra Libraries' strategies, policies and procedures to achieve customer service excellence.
- Identify, develop and deliver staff training to enhance the skills and improve customer service.
- Provide leadership in workforce management, rostering and other operational requirements.
- Lead and support the casual and weekend staff to integrate and deliver outstanding customer service.
- Manage and resolve customer concerns.
- Provide efficient and professional response to all customers.
- Proactively seek and suggest new ideas for improved service delivery.
- Utilise Council's Document Management System and Customer Request Management System to maintain accurate records of issues and customer contacts.
- Support Coordinator Resources and Technology and support to Identify, develop and deliver staff training to enhance the skills and improve customer service.
- Provide leadership in workforce management, rostering and other operational requirements.
- Support Coordinator Resources and Technology and support the casual and weekend staff to integrate and deliver outstanding customer service.
- Prepare reports, statistics, briefings and presentations on matters relating to community experience and operations service.

Learning and Development

- Conduct skills analysis and competencies through job analysis.
- Consult with key stakeholders to develop tailored training solutions.
- Provide recommendations and solutions covering specific areas of training and development.
- Design, develop, implement and facilitate a range of learning and development, initiatives, resources and support tools.
- Analyse and evaluate training programs to assess business impact.
- Develop the capability of the team through ongoing coaching, mentoring, and implementation of appropriate training.
- Assist in the development of quality frameworks across the customer service functions.
- Support and implement team induction programs.

Library Operations

- Oversee day-to-day library branch operations and programs
- Monitor quality and effectiveness of library services at the branch within budget and library policy.
- Recommend and implement changes to ensure effective branch operations.
- Ensure the library buildings, furniture and equipment are well maintained and make recommendations regarding maintenance requirements.
- Manage staff rosters in accordance with budget and rostering guidelines.
- Promote and manage branch collections in consultation with relevant Team Leaders.

General Management

- Provide advice to the Manager Library Services on issues and trends that may impact library services.
- Contribute to management decision-making in relevant areas of library operations.
- Participate in development of library budget, plans, policies and procedures.
- Take an active role in the evaluation, planning and implementation of the library's strategic and annual plans.
- Ensure that library staff and teams in the area of responsibility are aware of strategic actions and take an active role in the delivery of key activities.
- Represent Yarra Libraries and participate in meetings, committees and professional networks as required.
- Liaise with members of the public, staff and organisations to achieve set objectives.

Human Resources

- Foster a responsive, innovative and forward-looking culture through coaching, mentoring and empowering staff through regular performance discussions.
- Ensure effective supervision of direct reports and all staff working in the branch and team.
- Create an environment, in which staff are empowered and equipped to promote the development of ideas and innovation.
- Proactively manage issues.

- Develop and foster team spirit amongst staff.
- Ensure that staff training needs and career development needs are identified and implemented through the performance development process.
- Participate in the recruitment of staff.

Budget

- Management of expenditure of allocated budgets and timeframes allocated to the specialist area in consultation with Coordinator Resources and Technology.

Customer Service

- Create and maintain a welcoming environment for customers in a self-service environment by providing pro-active customer service.
- Lead, motivate and support team members to deliver exceptional customer service with advice and day-to-day guidance.
- Undertake rostered customer service desk shifts.
- Respond to customer enquiries in a proactive, effective and timely manner.
- Provide customers with information relating to the collections, programs and services offered by Yarra Libraries.
- Refer complex enquiries to specialist team members as required.

Safety and Risk

- Act as a role model for a safety and risk management culture and ensure officers are aware of and adhere to legislative requirements and Council policies and procedures.
- Monitor and report on any conditions likely to impact on employee safety.
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Ensure consultation with staff on OH&S issues as early as practicable and include Safety and Risk in all team meeting agendas.

Training and Support

Conduct training and provide guidance within areas of expertise as required.

Continuous Improvement

Contribute to the continuous improvement and development of Yarra libraries by participating in the following activities as required:

- All staff meetings
- Training programs
- Branch meetings
- Leadership team meetings
- Meetings with your specific Manager
- Relevant networks

The ability to work across all Yarra Libraries branches, on evenings and weekends, undertaking other duties as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable to the Coordinator Resources and Technology with reference to duties related to their role and in relation to customer service activities. The position is responsible for:

- The management of expenditure of allocated budgets and timeframes in consultation with Coordinator Resources and Technology.
- Manage staff and the day-to-day operation of the team including human resources.
- Identify, develop and deliver staff training to enhance skills and customer experience.
- Manage and maintain the Library Management System in line with Libraries Victoria Consortium policy, standards and procedure.
- Contribute to the achievement of the library's Vision and Mission through actions identified in the library strategy.
- Provide positive leadership, effective management and motivation of staff to ensure a customer focused team.
- Develop and implement Yarra Libraries' customer service policies, procedures and standards.
- Ensure that coordinators and staff are informed of key customer service situations and incidents where appropriate.
- Guide the development of staff performance management and development.
- Evaluate, monitor and report on team and branch performance in relation to the library's plan, services and programs.

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the *Child, Wellbeing and Safety Act 2005* and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service-based culture based on positive relationships with colleagues and the community:
 - Accountability
 - Respect
 - Courage

JUDGEMENT AND DECISION MAKING

- Act in accordance with established policies of Yarra City Council and Yarra Libraries or in accordance with directions of the Manager Library Services or the Coordinator Resources and Technology.
- Identify and develop policy for consideration by the Manager Library Services.
- Examine, identify and solve problems and use sound independent judgement.
- Make recommendations relating to service improvements for the Library Service in consultation with the Coordinator Resources and Technology.
- Exercise judgement in evaluating and recommending to the Coordinator of Resources and Technology the improvements to team, branch and procedures; guidance and advice is usually available.

SPECIALIST KNOWLEDGE AND SKILLS

- Highly developed communication, planning, conceptual and analytical skills.
- Demonstrated capacity to develop partnerships and negotiate with suppliers/service providers to achieve best value outcomes.
- Extensive knowledge of library systems and technologies in a contemporary library environment.
- Well-developed skills in financial management, including the ability to administer and manage budgets.
- Demonstrated ability to deliver learning and development programs that meet the needs of customer service functions.
- Knowledge of leading customer experience and customer service-learning frameworks and principles.
- Demonstrated capability to deliver exceptional customer service across multiple channels.
- Experience and work skills relevant to the position of customer service and administration
- Experience using complex systems and processes that enhance customer responsiveness.
- Ability to use customer service technology, social media and emerging technologies including trouble shooting skills.
- Computer skills including demonstrated capabilities in the use of Microsoft Office business suite of tools.

MANAGEMENT SKILLS

- Achieve organisational goals and objectives within agreed timelines and budget.
- Establish priorities, plan and organise projects and the team to meet service objectives.
- Develop policy and reports for the Manager Library Services to an agreed standard.
- Provide leadership in the development of organisational and team culture.
- Manage staff performance with Yarra City Council standards and procedure.
- Implement personnel practices including equal opportunity and health and safety, training and development.

INTERPERSONAL SKILLS

- Well- developed communication skills to effectively engage with staff, customers and internal and external stakeholders and the ability to present and develop reports to a wide range of audiences.
- Proven written communication skills including the ability to prepare policy, briefs and reports.
- Proven ability to lead and engage others.
- Ability to liaise and resolve problems – internally and externally.
- Proven ability to seek creative solutions to a wide range of issues and concerns.
- Skills in building respect and collaborative relationships and ability to work in a team environment to deliver outcomes.
- The ability to gain co-operation and assistance from a diverse range of staff, customers and stakeholders.
- A customer-centric approach to flexibility and decisiveness

QUALIFICATIONS AND EXPERIENCE

Tertiary qualifications in Library and Information Management or related field, with some relevant customer service experience or lesser formal qualifications with substantial experience within a library, retail or customer-centred environment. Experience in delivering high quality customer service in a busy service environment and delivering a wide range of training methods, assessing effectiveness and outcomes.

KEY SELECTION CRITERIA

1. Excellent interpersonal and communication skills, including the ability to consult and liaise effectively with a diverse range of stakeholders.
2. Proven ability to lead and manage a team including to deliver high quality customer service in a busy service environment.
3. Experience in developing, improving and monitoring systems and processes that support efficient delivery of Customer Service and online resources.
4. Demonstrated experience in identifying, developing and delivering successful learning and development programs.
5. Proven ability to lead the day to day operations and programs of a library branch including the promotion of collections, rostering and building maintenance.