



POSITION DESCRIPTION

POSITION TITLE:		Team Leader Digital & Community Learning			
POSITION NO:		703610	CLASSIFICATION:	6	
DIVISION:		Community Wellbeing			
BRANCH:		Library Services			
UNIT:		Yarra Libraries			
REPORTS TO:		Coordinator Resources and Technology			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

Yarra City Council 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 & Technology and Library Community Learning & 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 development, delivery and evaluation of a range of programs and promotions that encourage participation and lifelong learning.
- Manage the development and maintenance of Online database resources, digital platforms and digital subscriptions
- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.
- Lead the Digital & Community Learning team to deliver innovative digital programs, training sessions and festivals for the community
- Effectively implement customer service work practices designed to ensure our libraries are operational and presented at a superior standard.
- Contribute to the continuous improvement and development of Yarra Libraries in anticipating and delivering customer focused online resources and digital learning programs
- Develop and maintain partnerships with local community and educational organisations to expand digital programs to the community.

ORGANISATIONAL CONTEXT

Yarra 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 <https://library.yarracity.vic.gov.au/>).

The library service employs staff within the three core functional areas including Administrative Support, Resource and Technology; and Community Learning and Partnerships.

ORGANISATIONAL RELATIONSHIP

This position reports to:	Coordinator Resources and Technology
Position Supervisors: Officers	Digital and Community learning Customer Service Officers
Internal relationships:	Yarra Libraries staff Council staff Yarra City Council Communications Department
External relationships:	Yarra Libraries members City of Yarra residents Suppliers & contractors Industry professionals

KEY RESPONSIBILITY AREAS AND DUTIES

1. Digital Services

- Lead the Digital and Community Learning team in the development, delivery and evaluation of a range of online resources, programs and promotions that respond to the digital information and digital literacy needs of the community.
- Coordinate the development of a standardised approach to the delivery of technology and digital programs across the service.
- Identify gaps, trends and opportunities around digital technology and learning.
- Monitor community satisfaction through a variety of qualitative and quantitative evaluation methods that measure the value of programs and services.
- Participate in library and wider networks to support collaboration and service innovation.
- Manage the development and maintenance of Online database resources, digital platforms and digital subscriptions

2. Community Learning

- Support the role of Yarra Libraries in the promotion of lifelong learning opportunities in the community through the development, delivery and evaluation off a range of programs and promotions.
- Forge partnerships with community organisations and groups at the local and state level to deliver community engagement programs and services.
- Maintain close liaison with relevant organisations, community groups, business groups and customers as appropriate, and act as the staff representative on internal/external committees as agreed with the Coordinator Community Learning & Partnerships.
- Provide leadership and support for the planning and implementation of online learning activities.
- Demonstrate leadership through participation in library, council, and other relevant community networks.

3. Community Partnerships

- Identify and develop opportunities for sustainable partnerships with internal branches, local community organisations, neighbourhood houses and community groups that enhance the delivery of library programs and events.
- Actively seek opportunities to extend and enhance library programs through partnerships, funding and continuous improvement processes.
- Work in partnerships with teams across the City of Yarra to ensure that Yarra Libraries collections and services meet the needs and expectations of our community.

4. Communications & Marketing

- Create and maintain local networks within the community, relevant agencies, community organisations and library networks.
- Actively participate in and represent Yarra Libraries on committees, steering groups and networks.
- Support the development and implementation of the Yarra Libraries Marketing Plan annual action plan.

5. Library Operations

- Oversee day-to-day library branch operations.
- Monitor quality and effectiveness of library services at 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.

6. 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 plan.
- 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.
- Negotiate with members of the public, staff and organisations to achieve set objectives.

7. 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.
- 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.

8. Budget

- Responsible for budget development and control of resources allocated to the specialist area.

9. Customer Service

- Provide proactive customer service and support across Yarra Libraries by:
 - Creating and maintaining a welcoming environment for Yarra Library customers in a self-service environment.
 - Leading, motivating, and managing the team, including strategic direction and day-to-day guidance and support of team members.
 - Undertaking rostered customer service desk shifts.
 - Dealing with customer feedback and enquiries in a proactive, effective and timely manner.
 - Providing customers with information relating to the collections, programs and services offered by Yarra Libraries.
 - Referring complex enquiries to specialist library employees.

10. Safety & 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.
- 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.

11. Training & Support

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

12. 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

13. Willingness to work across all Yarra Library locations, and on evenings and weekends.
14. Other duties as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable to the Coordinator Community Learning & Partnerships 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.
- Management of staff and the day-to-day operation of the branch including human resources.
- Contributing to the achievement of the library's Vision and Mission through actions identified in the library strategy.
- Providing positive leadership, effective management and motivation of staff to ensure a customer focused team.
- Developing and implementing Yarra Libraries' customer service policies, procedures and standards.
- Ensuring that Coordinators and staff are informed of key customer service situations and incidents where appropriate.
- Guiding the development of staff performance management and development.
- Evaluating, monitoring and reporting on team and branch performance in relation to the library plan, services and programs.

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.
- Ability to examine, identify and solve problems and use sound independent judgement.
- Make recommendations relating to service improvements to the Library Service in consultation with the Coordinator Resources and Technology.

SPECIALIST KNOWLEDGE AND SKILLS

- A tertiary qualification in Library and Information Management or related field, with relevant experience, or substantial equivalent experience in supporting community-focused services in education, information or recreation.
- Highly developed written and verbal communication, planning, conceptual and analytical skills.
- Demonstrated capacity to negotiate and develop partnerships and to work with a broad section of the community and stakeholders.
- Capacity to lead a dynamic team to deliver innovative digital programs to the community
- Well-developed skills in financial management, including the ability to administer and manage budgets.
- Demonstrated skills in the development, implementation and ongoing review of collections management policy and practices.
- A thorough knowledge of online resources, digital platforms and digital trends.
- Knowledge of current issues affecting public libraries and the City of Yarra.

MANAGEMENT SKILLS

- Skills in managing time, setting priorities, planning and organising one's own work.
- 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 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, health and safety, and training and development.

INTERPERSONAL SKILLS

- Developed communication skills to effectively engage with staff, customers and internal and external stakeholders.
- Proven written communication skills including the ability to prepare policy, briefs and reports.
- Proven ability to lead and engage others.

- Ability to discuss and resolve problems – internally and externally.
- Enthusiasm, drive and energy.
- Flexibility and decisiveness.

QUALIFICATIONS AND EXPERIENCE

A tertiary qualification in Library and Information Management or related field, with relevant experience, or substantial equivalent experience in supporting community-focused services in education, information or recreation.

KEY SELECTION CRITERIA

1. Proven ability to lead, develop and motivate a team in a changing environment.
2. Demonstrated ability to achieve outcomes through effective management of financial, physical and human resources.
3. Excellent verbal and written communication skills, including the ability to produce high quality submissions, reports and represent Council across a range of forums.
4. Proven ability to develop and maintain internal/external partnerships and demonstrated ability to plan, manage and deliver innovative programs.
5. Demonstrated understanding of Information Technology, online resources, computer and mobile technologies and their application in the library environment.