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| Yarra Logo | POSITION DESCRIPTION |

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| **POSITION TITLE:** | Team Leader Collections and Shared Services |
| **POSITION NO:** | 703680 | **CLASSIFICATION:** | Band 6 |
| **DIVISION:** | Community Wellbeing |
| **BRANCH:** | Library Services |
| **UNIT:** | Yarra Libraries |
| **REPORTS TO:** | Coordinator Resource 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.
* Manage the development, maintenance and evaluation of the Yarra Libraries collections; both physical and online, including analysis, planning, and reporting.
* Continuously monitor and evaluate physical and online collections, to identify future resourcing requirements and best value.
* Support and assist branch Team Leaders with the maintenance of their collection to ensure quality and relevance to the local community.
* Work collaboratively across teams to deliver programs and events that support reader development and a love of reading.
* Provide proactive customer service in line with Yarra Libraries’ strategy, standards and behaviours.
* Effectively implement customer service work practices designed to ensure our libraries are operational and presented at a superior standard.
* Develop and maintain a high level of knowledge on Yarra Libraries collection both physical and digital.
* Contribute to the continuous improvement and development of Yarra Libraries in anticipating and delivering customer-focused collections and reader development services.

**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

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| Position reports to: | Coordinator Resource and Technology |
| Position Supervisors:  | Collection and Services Librarian/sCollection Services OfficerCustomer Support OfficerTechnical Services Officer/sInter-library Loan Officer |
| Internal relationships:  | Yarra Libraries staff Council staffYarra City Council Communications Department |
| External relationships: | Yarra Libraries membersCity of Yarra residentsSuppliers & contractorsIndustry professionals |

# KEY RESPONSIBILITY AREAS AND DUTIES

1. **Collections and Reader Development**
* Lead the development, maintenance and evaluation of collections, online resources, English/LOTE in print and digital medium including e-books, e-audiobooks and other audio-visual resources.
* Continuously monitor and evaluate physical and online collections, to identify future resourcing requirements.
* Contribute to any revisions and updating of the Collection Development Policy and develop the Annual Collection Plans.
* Participate in professional networks to maintain awareness of new trends in collection and reader development.
* Work collaboratively across the library service to develop and deliver programs that foster a culture of reading amongst staff and the community.
* Support and assist branch Team Leaders with the maintenance of their collection to ensure quality and relevance to local communities.
* Work collaboratively across teams to deliver programs and events that support reader development and a love of reading.
1. **Shared Services**
	* Administration and support of the Library Management System in line with Libraries Victoria Consortium policy, standards and procedure.
	* Problem solving Library Management System issues in conjunction with Libraries Victoria Consortium members.
	* Liaison with and attendance at SirsiDynix and Libraries Victoria Consortium network operations group.
	* Support the management of Libraries Victoria dispatch operations and Yarra Libraries internal courier services contract.

	**3. Technical Services**
* Coordinate and continuously improve Technical Services operations including troubleshooting database and online resources.
* Develop and maintain accurate and effective documentation of the library’s Technical Services operations.
* Provision of system statistics and reports, as provided by the Library Management System and covering activities such as circulation, membership and collections.
* In conjunction with Team Leaders, monitor the key performance indicators within the shelf-ready contract.
* Oversee the service of Libraries Australia Document Delivery (LADD) and support the Libraries Victoria consortium processes and procedures
1. **Management**
* Manage branch staff and operations by providing advice, leadership and support.
* Provide advice to the Manager Library Services on issues and trends that may impact library collections and reader development 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.
* Ability to negotiate with members of the public, staff and organisations to achieve set objectives.
1. **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.
1. **Budget**
* Responsible for budget development and control of resources allocated to the specialist area.
1. **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 to team members.
* Undertaking rostered customer service desk shifts.
* Dealing with 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.
1. **Training and Support**
* Conduct training and provide guidance within areas of expertise as required.
1. **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
1. The ability to work across all Yarra Libraries branches.
2. Complete 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 the role and customer service activities.

The position is responsible for:

* The management of collections, technical services, budgets and associated contracts.
* Analysis and evaluation of library collections to resolve problems and make discretionary decisions in order to provide high quality collections and reader development services.
* 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.

**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 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 to the Library Service in consultation with the Coordinator Resources & Technology.
* Guidance and advice is usually available from the Coordinator Resources & Technology.

# SPECIALIST KNOWLEDGE AND SKILLS

* 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.
* Extensive knowledge of collection development and management.
* Demonstrated skills in the development, implementation and ongoing review of collections management policy and practices.
* A thorough knowledge of publishing and book trade trends, including online and e-resources.
* Well-developed skills in financial management, including the ability to administer and manage budgets.
* Understanding of long term unit goals and policies of unit and wider organisation.

# 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 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

* Developed communication skills to effectively engage with staff, liaise with customers, 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. Demonstrated experience in developing, monitoring and evaluating library physical and digital collections including reporting, budgeting and contract management.
2. Proven ability to motivate, influence and engage others in the achievement of goals in a dynamic environment.
3. Proven experience leading and managing staff including employee relations, recruitment and performance management.
4. Demonstrated ability to lead a team in developing and managing services, programs and events in a public library setting.
5. Proven excellent verbal and written communication skills, including the ability to produce high quality policy and reports across a range of forums.
6. Demonstrated skills in continuous improvement of collections, policy and services.