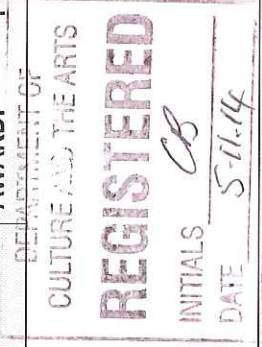




JOB DESCRIPTION FORM

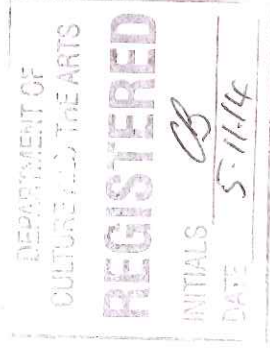
JOB TITLE: Team Leader Client Services	POSITION NUMBER: 12194	DIRECTORATE: Client Services
CLASSIFICATION: SCL2	NUMBER OF POSITIONS: 1	TEAM: Client Services
AWARD: PSGA		
REPORTS TO Manager: Client Services		POSITIONS REPORTING TO THIS POSITION Around 30 staff consisting of Librarians, Library Technicians and Library Officers report to Team Leaders: Client Services. Staff are allocated to Team Leaders according to operational and project requirements.
PRIMARY PURPOSE OF POSITION The management of the Client Services team, which includes the provision of all front line services from the State Library of Western Australia, document delivery services and the State Library Shop, is the responsibility of the Manager: Client Services. There are two Team Leader Client Services positions. This position has primary responsibility for the operational management of the Client Services team. The other Team Leader has primary responsibility for the management and coordination of the delivery of key projects associated with the delivery of information services to the clients of the State Library. Both functions are interchangeable between the two positions.		
CONTEXT The State Library of Western Australia seeks to enrich the lives of Western Australians by enabling access to resources for information, learning, enterprise and recreation; and collecting and preserving our social and documentary heritage for current and future generations. The State Library of Western Australia is part of the Culture and Arts Portfolio, brought together by the Department of Culture and the Arts (DCA). DCA is the State Government agency responsible for the Government's support of management and development of arts and culture in Western Australia.		

KEY ACCOUNTABILITIES

1. Leads and manages a team in the provision of front line enquiry services for the State Library.
2. Monitors enquiries and information services, provides regular reports and collects and interprets business intelligence to support strategic planning of Client Services activities.
3. Manages day-to-day operations for the "front-of-house" and evaluates change options and innovations in front line service delivery methods including technological options.
4. Identifies, manages and implements initiatives that enable the State Library to provide a quality service to partners and clients.
5. Creates a positive team environment and ensures best practice in team workflows.
6. Ensures team and State Library objectives and outcomes are met.
7. Ensures customer focused service is provided and evaluates and reports on trends in frontline service delivery with a view to achieving best practice.
8. Analyses, develops and evaluates new policies, procedures and operational processes.
9. Leads the planning, coordination and implementation of special projects¹⁰. Represents the Library to other government organisations, relevant stakeholders, business and other professional and interest groups at a state and national level as required.
10. Undertakes other duties as required.

Compliance and Legislative Knowledge

- Comply with Department of Culture and the Arts and State Library Code of Conduct, policies and procedures and relevant appropriate legislation; and
- Meet Occupational Safety and Health, equal opportunity and other legislative requirements in accordance with the parameters of the position.



KEY RELATIONSHIPS / INTERACTIONS 1. Director: Client Services. 2. Manager: Client Services. 3. State Library clients. 4. Other SLWA staff and key stakeholders.	POSITION CRITERIA Essential 1. A degree or higher level qualification in an information related field directly relevant to librarianship or archives management that qualifies for Associate Membership of the Australian Library and Information Association or for professional membership of the Australian Society of Archivists. 2. Ability to identify client needs and expectations and provide a flexible and responsive service. 3. High-level interpersonal and communication skills including the ability to liaise, negotiate and consult with a wide range of individuals with differing requirements. 4. Ability to successfully manage a large team of people in a service delivery environment, obtain commitment and achieve results through consultative management practices, and experience in implementing a change program in the workplace. 5. High level of conceptual, analytical and problem solving including statistical collection and analysis, and project management skills. 6. Strong commitment to mentoring and encouraging colleagues in the provision of flexible and responsive client services. 7. Knowledge of, and experience in, anticipating and planning for changing client requirements and contemporary customer service practices. Desirable 8. Experience in delivery of library or information/reference services with an understanding of technology associated with it.
KEY CHALLENGES 1. Successfully managing and supervising a large number of staff. 2. Responding to change such as different client needs, service delivery methods and technology. 3. Assisting in the implementation of a change management program within the Team. 4. Successfully managing key projects as required. 5. Assisting in the implementation of a change management program within the Team.	
SPECIAL CONDITIONS • As the Library is open in the evening and weekends, some night and weekend shifts may be required. • Some out of hours work may be required to support program delivery.	
LOCATION Perth.	

Manager Signature: Date:/...../..... Employee Signature: Date:/...../.....



