



## Position Description

<b>Position Title</b>	Team Leader Library
<b>Position Number</b>	5687, 5688, 5689, 5784
<b>Directorate</b>	Canning Community
<b>Sub-Program</b>	Canning Community and Culture
<b>Industrial Instrument</b>	City of Canning Enterprise Agreement 2021
<b>Classification/Banding</b>	Salaried Officers, Level 2D-3C
<b>Reports to</b>	Service Lead – Community Learning and Capacity
<b>Reporting positions</b>	Lifelong Learning Librarian, Learning Hub Officer, Learning Hub Technician, Learning Hub Officer & Administration
<b>Primary Location</b>	All City of Canning Libraries

## **Vision and Values**

## Vision

## City of Canning: a welcoming and thriving city

## Values

The City of Canning's core values are:

- Authentic Build genuine relationships  
Be responsible in our actions and commitments
- Resilient Embrace challenges to encourage our people to thrive  
Support each other's well-being
- Creative Share our innovative thinking  
Have the courage to welcome and try new ideas
- Collaborate Work together as one team  
Share our success and knowledge to thrive

## Position Overview

The Team Leader Library will support the provision of customer focused, innovative and effective Learning Hub services.

They will effectively support, manage and motivate learning hub staff, providing day-to-day operational guidance and direction in line with the strategic direction set by the Service Lead – Community Learning and Capacity. Ensure consistent application of library procedures and processes while seeking to continually identify and implement process improvements.

The Team Leader Library will also develop and maintain partnerships that strengthen the delivery of support and service to the Canning community. They will undertake customer service activities (including floor shifts) while role modelling and coaching team members to delivery excellence in customer service.

## Position Objectives

### Direct Delivery:

- Direct staff activities and have oversight of day-to-day operations across specified locations.
- Supervise staff effectively providing guidance and advice in the delivery of customer focused services by;
  - Coaching, mentoring and supporting staff to ensure that customers are provided with the highest possible standard of service in a friendly, helpful and a courteous manner;
- Support the development of enhanced skills of staff promoting the delivery of quality service by;
  - Conducting “one-on-one” performance development meetings with team members to set goals, performance targets and identify skill gaps and individual training and development needs.
  - Monitoring on a daily basis, team and individual productivity, to ensure that work performance and service standards are maintained in accordance with agreed targets;
  - Support the development of successful behaviours and skills of staff through constructive and timely feedback, coaching sessions, informal and formal meetings and the implementation of development plans;
  - Recognise and celebrate high performance and constructive staff behaviours, promoting and developing a positive working environment.
- Undertake activities to foster and promote a positive team based environment.
- Facilitate effective working relationships between staff across the service including undertaking conflict resolution actions.

### Operation:

- Work collaboratively with the Service Lead – Community Learning and Capacity, Team Leader – Library, Operations and Administration – Community Learning and other library staff to develop and implement service improvements consistently across the service.
- Seek opportunities to deliver “change that adds value” to library operations, services and programs.
- Develop external partnerships to support the delivery of actions and outcomes of the Learning City Strategy.
  - Planning, developing, coordinating, implementing and evaluating a range of community/social initiatives.
  - Work closely with stakeholders to develop sustainable partnerships.
  - Work in partnership with the local community to support neighbourhood and family networks, to facilitate local participation and access to facilities and services
- Promote and support community group access to and use of library spaces.
- Supervise, coach and mentor internal library working groups, assisting to effectively plan and deliver identified actions.
- Effectively manage projects to deliver key outcomes of the Learning City Strategy.
- Contribute to the development of library collections, services and programs which meet community needs;
- Co-ordinate customer service provision to meet the needs of library users in a timely and efficient manner.

- Provide excellent customer services to the Canning community through undertaking customer service floor shifts.

#### **Administration:**

- Ensure accuracy of customer service and operational processes and work guidelines.
- Administer daily operations of the Hubs to ensure the efficiency and cost effectiveness of all its services.
- Take a proactive role in service development and planning.

#### **Communication:**

- Support the development of a positive team culture, including collaboration and an appreciation of individual team member roles.
- Communicate effectively to the team providing timely information to support effective service provision. Ensures that the team is kept informed of (and, where applicable, consulted about) changes in policies, procedures, working practices, shifts etc.
- Support the library team to resolve complex customer queries, issues and complaints.
- Support and facilitate team meetings to achieve a constructive forum for communication and improvement.

#### **Other:**

- Other duties as required.

### **Corporate Responsibilities**

**Employees:** This role leads a team of 10 FTE

**Budget:** Council adopted budget

- Authorised to approve budget expenditure as per the Delegation Register

**Delegations:**

- Authorised to sign documentation within established Policy
- Authorised to sign correspondence in accordance with established Procedure

**Code of Conduct:** All employees are responsible for adhering to City's Code of Conduct and the policies and procedures and CEO Instructions that support it.

**Workplace Health and Safety:** The City of Canning is committed to ensuring the health and safety of all who contact our works. All employees have responsibilities and accountabilities which are identified as part of the terms and conditions of your employment.

The City of Canning is committed to equal employment opportunity, inclusion and diversity in the workplace where the rights of individuals are upheld and everyone is treated with respect, fairness, equality and dignity and, where the workplace is free from all forms of unlawful discrimination, harassment and bullying.

## Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position.

### **Essential:**

- 3-5 years' experience in team leader/management position.
- Knowledge and experience in directing and coordinating efficient delivery of library services.
- Demonstrated ability to drive positive work performance and effectively manage staff and volunteers.
- Demonstrated experience developing partnerships with community groups or external stakeholders.
- Project management skills and experience.
- Ability to set work priorities, manage time, plan and organise own work and that of others.
- Class C Australian Driver's Licence.
- Current Satisfactory National Police Clearance.

### **Desirable:**

- Eligibility for ALIA Associate or Allied Membership or similar experience in a community development field.
- Knowledge of the operation of the WA public library system.