



POSITION NAME: LIBRARY PEOPLE AND PROGRAMS TEAM LEADER

SECTION: LIBRARY

DIRECTORATE: BUSINESS SERVICES

1. REMUNERATION

Grade 9 of the Griffith City Council Salary System

2. REPORTING STRUCTURE

a) Directly responsible to:

Library Manager

b) Positions directly reporting to this position:

Library Assistants

Casual staff

3. PURPOSE

To plan, budget, develop and co-ordinate a range of client-focused promotional programs and marketing activities which help to develop skills, social networks, literacy and long-life learning within the community

4. RELATIONSHIPS

The following are examples of relationships that it is anticipated the position will have:

Internal

- Information Systems Team Leader
- Library Collections Team Leader
- Library Assistants
- Bookmobile Operator
- Other Council staff
- Casuals
- Volunteers
- Work Experience

External

- General Public
- Branch Library staff
- Suppliers
- Organisations
- Media
- Schools and preschools
- Community Groups

5. CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES

Policies and Procedures

- Comply with Local Government State Award
- Maintain organisational confidentiality
- Comply with the requirements of Anti-Discrimination legislation, including Equal Employment Opportunity and all legislative requirements relevant to the position
- Ensure compliance with Council's Code of Conduct, Policies and Procedures within all areas of responsibility
- Ensure the implementation and compliance of appropriate and current Policies and Procedures within all areas of responsibility
- Actively participate and contribute to the development of plans, policies and procedures

Customer and Community Relations

- Ensure an efficient, courteous and professional service to internal and external customers at all times
- Present a positive image of Council at all times
- Promote a culture of understanding exceeding customer expectations

Work, Health and Safety

- Report all incidents, hazards and risks to the immediate supervisor
- Maintain and use personal protective and safety equipment as applicable to the role
- Actively participate in Work, Health and Safety activities
- Monitor work practices to ensure proper employee health and safety and respond to identified risks in a timely manner and in compliance with Council's Work, Health and Safety framework
- Acquire and maintain knowledge of Work Health and Safety matters
- Ensure all staff are properly trained in all relevant aspects of health and safety applicable to their role

Teamwork

- Actively participate as a member of the relevant Council section and department
- Promote and maintain harmonious relationships in the workplace
- Ensure workgroups within all areas of responsibility work cohesively towards the achievement of Council objectives
- Ensure all conflicts are managed in accordance with policies and procedures and in a timely manner
- Promote a culture that encourages and values the contribution of staff to the achievement of Council activities

Record Keeping

- Promote responsible and accountable practices for keeping full and accurate records and information in relation to corporate activities and decisions

Training and Development

- Actively participate in Council's training and development programs as required
- Identify and ensure the delivery of relevant training for staff in areas of responsibility

Continuous Improvement and Innovation

- Ensure the ongoing evaluation and review of work practices and processes within all areas of responsibility to ensure they are effective and efficient and implement improvements where appropriate
- Promote a culture of change and innovation by encouraging new ideas
- Identify and propose additional business opportunities that enhance Council's existing capabilities

Environment

- Consider the protection of the environment in decision making and in the undertaking of all Council activities

General

- Perform other duties as required consistent with the level of competencies of the position
- Accomplish tasks while working under limited / minimum supervision
- Work with allocated resources and budget to meet or exceed expectations of Council
- Administer and ensure efficient and appropriate use of Council resources

6. PRINCIPAL ACCOUNTABILITIES

- Develop an annual plan of promotional events that engage the community and ensure that the library is visible in the community;-giving consideration to resourcing and budget allocations
- Ensure that all sectors of the community are included in library programs, in particular children, youth, seniors and the culturally diverse and the disadvantaged
- Research, write and submit grant applications for additional funding from external third parties

7. KEY DUTIES

Promotions and Marketing

- Develop and co-ordinate innovative marketing and promotional strategies;
- Develop produce and distribute promotional programs to branch libraries.
- Liaise with schools, seniors groups, multicultural groups, media, council staff, community groups and organisations within the community;

Team Leader

- Ensure library staff are effectively trained and aware of procedures in relation to staging promotional programs;
- Create and update roster for casual staff;
- Lead and manage the People and Programs Team to optimise productivity and ensure that policies and industry standards are adhered to.
- Create and implement appropriate risk assessments for the library and library programs;

Branches

- Co-ordinate exchange of information and programs with branch libraries:
- Provide excellence in support to central and branch staff;

Budget

- Administer grant applications and acquittal of grant funds
- Purchasing of promotional materials

Customer Service

- Provide a high level of customer service and communicate efficiently and sensitively with customers by;
 - Quickly identifying customers' needs to provide accurate and reliable services, information and resources in a timely manner.
 - Attending to customers impartially and courteously being sensitive to individual characteristics, needs and diversity.
 - Using a range of reference tools and resources to answer customer enquiries
- Provide service to library users, assisting them in utilising library facilities incorporating borrower registration, material selection, reference enquiries, circulation and other general library duties;
- To be knowledgeable in, and able to relieve in other Library positions, including Bookmobile Operator, as required;
- Liaise with Library Collections Team Leader and Information Systems Team Leader to develop readers' advisory opportunities and on-line promotion;
- Other duties as required consistent with the level of competencies of the position.
- Comply with the requirements of Anti-Discrimination and Council's Policies and Procedures relating to EEO and Anti-Discrimination;

8. COMPULSORY REQUIREMENTS OF THE POSITION

- This position is considered "Child Related Employment" and the successful candidate will be required to undertake a working with children check and achieve a satisfactory outcome.
- The successful candidate will be required to undertake a pre-employment functional assessment and achieve a satisfactory outcome (Category 2).

9. KEY SELECTION CRITERIA

ESSENTIAL

- Provide a current Working With Children Check Clearance Number for validation
- Demonstrated extensive experience in library operations and/or delivering programs;
- Demonstrated excellent customer service skills;
- Demonstrated problem solving, trouble shooting and decision making skills;
- Demonstrated working knowledge of computer applications;
- Demonstrated ability to engage, lead and inspire a team and to achieve outcomes for the benefit of the organisation and community;
- Ability to guide and train staff and clients;
- Demonstrated excellent written and oral communication skills, including the ability to liaise effectively with all stakeholders;
- Demonstrated ability to contribute to the improvement of work practices and procedures;
- Demonstrated ability with risk identification, assessment and control;
- Hold a current driver license Class C or equivalent.
- Demonstrated ability to plan and implement targeted programs.
- Ability to manage and report on delegated budget and resources, as well as cash handling and budgeting skills;

DESIRABLE

- Hold a Degree in Library and Information Services (or equivalent)
- First aid certificate
- Demonstrated effective organisational skills;
- Demonstrated experience in public library operations;
- Experience in project management
- Knowledge of popular literature

10. CRITICAL PHYSICAL FACTORS

Described below are the critical physical factors (CPF) associated with this role. The CPF are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these CPF as an inherent requirement of their employment.

KEY

I Infrequent: exposure to the physical factor two – three times a year on average
 O Occasional: exposure to the physical factor less than twice a week on average
 F Frequent: exposure to the physical factor 3 - 4 times a week on average
 C Constant: exposure to the physical factor more than 5 times a week on average
 R Repetitive: exposure to the physical factor multiple times in an hour
 S Seasonal: Activity involves seasonal variations
 N/A Not Applicable
 ≡ Winter
 * Summer

| Demands | Description | I | O | F | C | R | S | NA |
|--------------------------------------|--|---|---|---|---|---|---|----|
| Physical Demands of Job Tasks | | | | | | | | |
| Kneeling/Squatting | Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels | | | X | | | | |
| Leg/Foot Movement | Tasks involve use of the leg and or foot to operate machinery | | | | | | | X |
| Hand/Arm Movement | Tasks involve use of hands/arms - e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting. | | | | | X | | |
| Bending/Twisting | Tasks involve forward or backward bending or twisting at the waist. | | | X | | | | |
| Standing | Tasks involve standing in an upright position without moving about | | | X | | | | |
| Driving | Tasks involve operating any motor powered vehicle | | X | | | | | |
| | Tasks involve driving vehicle on unsealed roads. | | | | | | | X |
| Sitting | Tasks involve remaining in a seated position during task performance | | | | | X | | |
| Reaching | Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended. | | X | | | | | |
| Walking/Running | Tasks involve walking or running on even surfaces | | | | | X | | |
| | Tasks involve walking on uneven surfaces | | | | | | | X |

| Demands | Description | I | O | F | C | R | S | NA |
|-------------------------------------|---|----------|----------|----------|----------|----------|----------|-----------|
| | Tasks involve walking up and / or down slopes | | | | | | | X |
| | Tasks involve walking whilst pushing/pulling objects | | | X | | | | |
| Climbing | Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees, onto plant | | X | | | | | |
| | Tasks involve climbing over or under machinery | | | | | | | X |
| Working at heights | Tasks involve making use of ladders, foot stools, scaffolding, etc. anything where the person stands on an object other than the ground. | | X | | | | | |
| Lifting/Carrying | Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms | | | | X | | | |
| | Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms for an extended period - e.g. whipper snipper. | | | | | | | X |
| | 1. Light lifting/carrying (0-9 Kg) | | | | X | | | |
| | 2. Moderate lifting/carrying (10-15 Kg) | | | | | | | X |
| | 3. Heavy lifting/carrying (16 Kg and above) | | | | | | | X |
| Restraining | Tasks involve restraining animals / objects | | | | | | | X |
| Pushing/Pulling | Tasks involve pushing/pulling hand powered objects away from or towards the body. Also includes striking or jerking. - e.g. hammer, hoe. | | | | | | | X |
| | Tasks involve pushing/pulling powered objects away from or towards the body. Also includes striking or jerking. - e.g. chainsaw, whipper snipper, jackhammer, drills, grinders. | | | | | | | X |
| Grasping | Tasks involve gripping, holding, clasping with fingers or hands. | | | | | | | X |
| Manual Dexterity | Tasks involve fine finger movements - i.e. keyboard operation, writing, tightening a nut. | | | | | X | | |
| Sensory Demands of Job Tasks | | | | | | | | |
| Sight | Tasks involve use of eyes (sight) as an integral part of task performance - i.e. looking at screen/keyboard in computer operation, working in dark environment, etc. | | | | | X | | |
| Hearing | Tasks involve working in a noisy area - e.g. boiler room, kitchen, workshop and/or operation of noisy machinery/equipment | | | | | | | X |
| Smell | Tasks involve the use of the smell senses as an integral part of the task performance - e.g. working with chemicals | | | | | | | X |
| Exposure to Chemical Hazards | | | | | | | | |
| Dust | Tasks involve working with dust - e.g. sawdust | | | | | | | X |
| Gases | Tasks involve working with gases | | | | | | | X |

| Demands | Description | I | O | F | C | R | S | NA |
|----------------------------|---|----------|----------|----------|----------|----------|----------|-----------|
| Fumes | Tasks involve working with fumes - i.e., which may cause problems to health if inhaled. | | | | | | | X |
| Liquids | Tasks involve working with liquids which may cause skin irritations if contact is made with skin - e.g. dermatitis | | | | | | | X |
| Working Environment | | | | | | | | |
| Temperature | Tasks involve working in temperature extremes and exposure to outdoor elements - e.g. working in a cool room, working outdoors, boiler room | | | | | | | X |
| Confined Spaces | Tasks involve working in confined spaces which may affect individuals with claustrophobia | | | | | | | X |

11. AUTHORITY TO ACT

Delegations set out in the Council's delegation register or made by the General Manager.

12. AMENDMENT TO THIS POSITION DESCRIPTION

This position description may be amended from time-to-time and any changes will be communicated in writing.

Position Description reviewed: May 2015

Job Evaluation Assessment Date: 16/07/2013

I accept the requirements of the position description and I can deliver its required outputs.

.....
(print name)

.....
(signed)

.....
(date)