

POSITION DESCRIPTION

POSITION TITLE:	Team Leader
CLASSIFICATION:	Band 5
TENURE:	Permanent
HOURS:	58.8 hours per fortnight 0.84 FTE
POSITION REPORTS TO:	Manager Bendigo Library
LOCATION:	Bendigo Library

The North Central Goldfields Regional Library Corporation (trading as Goldfields Library Corporation) services the council areas of Greater Bendigo, Mount Alexander, Macedon Ranges and Loddon. We serve a population of almost 180,000 people with the e-library, nine library branches and eight library agencies. We are privileged to serve these diverse communities across 13,000km² of Central Victoria.

The Library Plan 2021 - 2025 describes our priorities and values which are aligned to those of our member councils and the regional partnership.

Our Mission

You belong as you are
We start where you are
A learning journey with you
Let's make it fun

Our Priorities:

Children and Young People - Supporting childhood and adolescent development.

Lifelong Learning - Encouraging learning at any age or stage.

Safety and Inclusion - A welcoming and accessible service.

A Sustainable Future - Playing our part in action against climate change.

An Informed Community - An engaged, creative, informed community.

Connecting People - Providing opportunity for connection both digital and physical.

Respecting First Nations Peoples and Cultures - Celebrating our nation's first cultures.

A Learning Organisation - Learning and growing with our community.

Our Values:

Inclusion and safety

We engage our communities in open, meaningful dialogue that will inform library practice and create an environment that is inclusive and safe.

Curiosity and inquiry

We explore new ideas with our communities, consider fresh perspectives and seek to innovate.

Collaboration and cooperation

We respect each other, share ideas and look for partnership opportunities that add value to our communities.

POSITION SUMMARY

The Team Leader is a member of the Bendigo Library team. Working closely with the two Library Managers, and fellow Team Leader, this position is jointly responsible for managing and coordinating services at Goldfields Libraries' largest branch, including a diverse service environment (requiring a strong health and safety focus), a cohesive team of staff, program planning and support, the physical library space and collection, and community engagement.

The focus of the role is to support the Bendigo Library Managers in the provision of an innovative and user focused service that delivers on the goals and objectives of the Library Plan.

POSITION OBJECTIVES & RESPONSIBILITIES

The Team Leader will provide leadership and facilitate a positive collaborative culture by:

- Managing a team of staff, ensuring that staff work plans and annual reviews are completed, and leave managed in line with Goldfields Libraries policy.
- Training and supervising staff, volunteers, work placement and work experience students in the performance of their duties.
- Supporting the maintenance of partnerships with community organisations.

The Team Leader will manage the effective operations of the Library by:

- Coordinating rosters, returns, reserves, collections, facility issues, displays, programs and activities, and logistics.
- Monitoring maintenance, upkeep and development of the Library building, facilities and spaces.
- Ensuring the safety and security of the building, staff and community, and complying with health and safety policies and procedures.

The Team Leader will ensure efficient and responsive Library and information services to our communities by:

- Contributing to the management and maintenance of Goldfields Libraries collections.
- Implementing projects and programs that maximise the opportunity for safe and effective use of technology and digital tools by our communities, such as creative technologies, social media and online collections.
- Assisting in forward planning and goal setting for library services by maintaining knowledge of community needs and trends in resources.
- Contributing to the design and forward planning of programs, and ensuring their effective promotion and delivery.

The Team Leader will ensure a consistent service standard by:

- Using feedback and reporting mechanisms to improve user experiences.
- Ensuring all policies, plans and procedures are adhered to.

The Team Leaders will support the Bendigo Manager by:

- Participating in the development of the annual Library Plan.
- Providing input to the annual Goldfields Libraries budget and ensuring that budget is adhered to.
- Preparing and presenting reports as required.
- Attending management meetings as requested, general staff meetings, and undertaking professional development activities.

REPORTING LINE

Reports to:	Manager, Bendigo Library
Direct reports:	Team of full-time, part-time, casual staff, and volunteers
Collaborative Relationships:	Goldfields Libraries regional and management teams
External Relationships	Local agencies and organisations, Council and public library industry

PHYSICAL REQUIREMENTS OF THE ROLE

The physical requirements of this position are outlined below:

	Never (0%)	Occasionally (1% - 33%)	Often (34% - 66%)	Constantly (67% - 100%)
Physical Demands (Movement)				
Stand				✓
Walk				✓
Change Posture (eg change from sitting to standing)			✓	
Use Stairs		✓		
Bend or Twist the Back			✓	
Movement of Neck			✓	
Climb (eg ladders)		✓		
Crawling		✓		
Kneeling or Squatting			✓	
Handling or Feeling Objects				✓
Repetitive Movements of the Hands/Arms		✓		
Physical Demands (Strength)				
Lift from Floor Height: usually 7kg but up to 11kg			✓	
Lift from Waist Height: usually 7kg but up to 11kg			✓	
Lift above Shoulder Height: usually 1kg but up to 5kg			✓	
Carry Loads: usually 7kg but up to 11kg			✓	
Push/Pull Loads: usually 21kg but up to 33kg			✓	
Lift/Carry Awkward Sized Loads		✓		
Reach for Objects			✓	
Work with Arms above Shoulder Height		✓		
Physical Demands (Vision)				
Computer/Visual Display Unit Use (including typing duties)			✓	
Reading			✓	
Physical Demands (Auditory)				
Speak				✓
Listen				✓
Use of Telephone		✓		
Equipment Use				
Drive Standard Vehicle (Car/Van)		✓		
Use of Office Equipment (Computer, Projector, Telephone)			✓	

HEALTH AND SAFETY

Goldfields Library Corporation is committed to providing a safe and healthy environment for its employees, contractors, clients and users. We are dedicated to continually improving health and safety performance with an overall objective of eliminating or reducing risk. All staff members are expected to work within health and safety policies and procedures, report incidents and hazards and participate in professional development and training.

RISK MANAGEMENT

GLC has a whole-of-organisation approach to risk planning and management. All staff must adhere to GLC's Risk Management Policy and Framework and take responsibility for identifying, managing and reducing risks. All staff must report identified hazards that may pose a risk to staff members or library users, and/or may give rise to an insurance claim.

EQUAL OPPORTUNITY

Goldfields Library Corporation values the diversity of our communities, patrons, staff and volunteers. We actively seek to provide services that are accessible and inclusive. Goldfields Libraries does not tolerate any form of discrimination, sexual harassment or victimisation. Goldfields Libraries commitment to Equal Opportunity is outlined in our Code of Conduct.

CHILD SAFE ORGANISATION

Goldfields Library Corporation is a child safe organisation and is committed to the eleven Child Safe Standards aligned with the National Principles for Child Safe Organisations. The safety, participation and empowerment of all children is embedded in our policies and work practices.

All staff of GLC have a responsibility to support GLC's commitment and obligation in creating a child safe environment.

Screening checks contribute to creating a safe environment and therefore all GLC staff are required to hold a current employee Working with Children Check.

AWARD CLASSIFICATION

This Position Description has been classified in accordance with the North Central Goldfields Regional Library Enterprise Agreement Enterprise Agreement including Part B of that Agreement, the (former) Victorian Local Authorities Award 2001.

Accountability and Extent of Authority

- Supervise staff, volunteers and the resources within the Library branch.
- Work within allocated budgets and resources, and act according to their objectives, budgets and GLC policies and procedures.
- Provide support to management, and provide regular reports on objectives, work plans and branch plans.
- Ensure the provision of services to our community according to objectives, budgets and Corporation policies and procedures.

Judgement and Decision Making

- Use their professional and technical knowledge and experience alongside Corporation policies and guidelines to resolve complex issues, referring to senior staff for guidance when needed.

Specialist Knowledge and Skills

- Thorough understanding of relevant technology, and operational procedures and processes used within the Corporation.
- Support management by understanding the long terms goals of their team, the Library, and of the wider Corporation.
- An understanding of the access, inclusion, health and wellbeing considerations within a public library context.

Management Skills

- Have excellent skills in managing time, setting priorities and planning and organising their own work, as well as that of colleagues within their team with whom they conduct work planning.
- Achieve specific objectives with efficiency, punctuality, and within the resources available.
- Have a thorough understanding of the Corporation's Human Resources policies, H&S policies and professional development guidelines, to ensure effective management of the Library manager's team of staff.

People Skills

- Supervise staff within their team including rostering, leave management, and work planning.

- Gain cooperation and assistance from stakeholders, members of the public and colleagues in the administration of well-defined activities, and are able to write reports and correspondence about their activities.
- Practice and model person-first customer service and de-escalation techniques to provide services to a diverse community of library patrons.

Qualifications and Experience

- The skills and knowledge required for the role are beyond those normally acquired through secondary education. The completion of a degree or diploma with little experience, or a lesser tertiary certificate or qualification with extensive experience, are expected for this position.
- Desirable - current Driver's licence.

KEY SELECTION CRITERIA

- Experience in leading, managing and training a team of staff to deliver excellent library services.
- Effective in team environments with strong interpersonal skills, a collaborative approach, and ability to resolve difficult situations.
- Excellent communication skills including well practiced person-first customer service and de-escalation techniques to serve diverse library user groups, including patrons experiencing disadvantage.
- Ability to plan, deliver and evaluate high quality and inclusive activities and programs.
- Demonstrate a high level of confidence and experience in digital literacy, and the ability to share this knowledge and skills to staff and users.
- Ability to manage positive relationships and partnerships with the community, educational institutions, local government, service providers and organisations.
- Significant experience in reference, research and information provision.

Desirable

- Experience in children and family services
- An understanding of the access, inclusion, health and wellbeing issues within a public library context.

I have read the Position Description and understand and agree to all requirements within:

Name of Incumbent:

Signature:

Date:

This position has been approved by:

Name of Approver:

Signature:

Date:

