

POSITION: TEAM LEADER LIBRARY EXPERIENCE

REPORTS TO: COORDINATOR LIBRARY EXPERIENCE

ACCOUNTABLE TO: MANAGER LIBRARIES & LEARNING

GROUP: CULTURE, COMMUNITY & RECREATION

DATE REVISED: JULY 2022

ROLE CHARTER

This role charter describes the accountabilities and duties of the position of Team Leader Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

OUR GUIDING PRINCIPLES ARE:



MAKE THINGS EASY

Do the hard work to make things intuitive for me.



BE WELCOMING

Care for me as a person, not a task or a number.



BE OPEN MINDED

Listen to me and work with me to find solutions.



LOOK OUT FOR ME

Thoughtfully anticipate what will make my days go smoother.



KEEP YOUR PROMISES

Follow through on your commitments to me.

PRIMARY PURPOSE

To oversee the day-to-day work and functioning of the team and to work in partnership with others to achieve annual goals, programs and projects of the department.

To deliver a high standard of library services and ensure the delivery of innovative, consistent and responsive customer experiences for a diverse audience.

LEADERSHIP

Maitland City Council's leaders are people of honesty and integrity, with a genuine desire to deliver outcomes for our community.

The leader is committed to engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this role, the leader will:

- Actively model and champion Council's Guiding Principles
- Actively participate in open and genuine discussion, collaborating and partnering within the team and across the group's departments to capitalise on existing and emerging knowledge and experience
- Hold both self and others accountable for their decisions, actions, behaviours and outcomes
- Motivate, inspire and support the team to develop the confidence and capability to realise their full potential
- Be an active and visible presence across the organisation

MANAGEMENT

Maitland City Council's leaders are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The leader will:

Manage people

- Supervise, support and coach staff in undertaking the work and projects of the team
- Monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing
- Contribute to a positive employment relationship
- Champion a safe and healthy workplace and fair and equitable work practices
- Demonstrate effective communication, problem solving and interpersonal skills

Manage operations

- Support the Coordinator and the team in the effective delivery of Council's services
- Oversee and implement actions and tasks as identified in the Operational Plan
- Supervise the daily operations of the team within identified budgets, delegations, and administrative processes
- Inform and participate in annual planning and reporting processes for the section
- Implement procedures and other tools that support implementation of adopted strategies and policies
- Provide timely and accurate information to the Coordinator
- Administer and comply with the organisations policies and procedures
- Administer and undertake training and development

Manage relationships

- Act as the primary link between the Coordinator and the staff of the Team
- Participate in nominated cross organisational teams
- Establish and maintain productive relationships

Manage performance

- Have input into business plans for the section for integration with Council's Strategic Planning



- Monitor and report on team performance
- Identify opportunities for employee development and performance improvement within the Council's workforce development framework
- Focus on the continuous improvement

CORE ACCOUNTABILITIES

In addition to fulfilling the core leadership and management accountabilities described above, the Team Leader is also accountable to:

1. Lead the team to deliver a consistent and responsive customer experience by providing a suite of library services and programs focused on connection, learning and growth.
2. Oversee the execution of staff workplans to ensure the delivery of tasks, actions or activities that contribute to the achievement of the Operational Plan and the objectives of the Library Strategy.
3. Coordinate volunteer and work placement programs, including the day-to-day supervision and support of participants.
4. Contribute content to be used for communications and promotions that inform, advise, or educate customer and stakeholders about library services and programs.
5. Work in partnership with other departmental team leaders to ensure library governance, management systems, processes and the like are consistently applied to the delivery of services and programs.
6. Monitor and report on the customer experience and ensure the accurate collection of data, including but not limited to usage patterns, user demographics, service type and service delivery, for input into service planning, improvement, and delivery.
7. Establish and maintain constructive, collaborative, and cooperative relationships with customers and key stakeholders using feedback as an input for improvements to standards and protocols, service delivery and conflict management.
8. Resolve general service delivery issues, complaints or concerns likely to impact the customer's experience.
9. Deliver or participate in departmental, section or cross-section projects that contribute to the execution of the Delivery Program, Operational Plan or Library Strategy.

To undertake any other duties, projects or tasks as directed by the Coordinator/Manager which are within the employee's skills, competence, and training.

This position leads a customer service team through a variety of mediums and entails service delivery shifts across a 6-day (Monday to Saturday) and evening roster.

To behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

ESSENTIAL CRITERIA

1. Degree in library and information services, business or project management, or an equivalent combination of relevant contemporary experience in cultural facility or venue management, coupled with ongoing professional development.
2. Contemporary knowledge and demonstrated experience in the delivery of customer-centric services with a



focus on the customer experience and service interactions.

3. Demonstrated experience supervising, coaching and supporting staff in their day-to-day activities.
4. Demonstrated experience managing enquiries and requests involving a diverse range of customers with competing priorities.
5. Proven ability to interpret information and produce business focused reports for decision making.
6. Solutions focused, empathetic and resilient when managing challenging conversations and change.
7. NSW Working with Children Check clearance number.
8. Class C Driver's Licence.

DESIRABLE CRITERIA

1. Accreditation in or demonstrated experience in customer experience or visitor services.
2. Demonstrated experience leading teams across multiple venues.
3. Demonstrated experience in volunteer management and support.

Maitland City Council has deemed this position to be child related. To apply for this position, you must be issued with a Working with Children clearance number by the Office of the Children's Guardian. A person that does not have a Working with Children Check and/or deemed barred from the Office of the Children's Guardian is ineligible to apply.

Date:

Agreed:

Employee Name

Employee signature

