



Position Description

Team Leader

(Band 5)

Position Title:	Team Leader
Reports to:	Regional Manager
Award Classification:	Band 5 (A to D) - Eastern Regional Libraries Corporation Enterprise Agreement No.10 38 hours per week + Salary Supplement (Team Leader) Allowance + Superannuation Guarantee

Your Library Limited is a not-for-profit company limited by guarantee and a cooperative venture of three outer eastern metropolitan councils – Knox, Maroondah, and Yarra Ranges – serving approximately 435,000 residents on the land of the Wurundjeri people of the Kulin Nation.

The Team Leader is responsible for:

- Leading the branch team by directing, coaching, supporting, and delegating.
- Delivering customer focused services consistent with Your Library’s vision, mission and values.
- Providing efficient library operations on a day-to-day basis, including managing the physical library space.
- Ensuring the team provides excellent customer service and promotes inclusive community engagement.
- Partnering with our Member Councils and other external organisations to deliver high quality services to our community.

The Team Leader will set the example by bringing commitment and skills to the workplace that exemplify teamwork, quality services, and open communication. The Team Leader will understand, and implement, all current personnel practices including those related to equal employment opportunity, occupational health and safety and employee development.

Key Responsibilities

Leadership

Working with the Regional Manager, the Team Leader will provide leadership, and facilitate a positive and collaborative culture by:

- Ensuring that employees deliver on the individual and branch responsibilities, annual reviews are completed, and leave managed in line with Your Library policies.
- Training and supervising employees, volunteers, work placement and work experience students in performing their duties.
- Maintaining partnerships with our Member Councils and community organisations.

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

- Coordinating rosters, returns, reserves, collections, displays, programs and activities.
- Monitoring maintenance, upkeep and development of the library building, facilities and spaces.
- Ensuring the safety and security of the building, employees and community, and complying with occupational 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 the Your Library collection.
- 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 the forward planning and goal setting for library services by staying abreast of community needs and trends in library resources.
- Developing, promoting and delivering a vibrant program of public events.
- Contributing to the development of events and activities that challenge the traditional perceptions of library services and engage the community.

The Team Leader will deliver excellent customer experiences by:

- Working with the library team and Regional Manager to ensure the library is a welcoming, inspiring and well-presented space for the local community, with accessible collections and comfortable facilities.
- Actively promoting literature, reading and literacy, ensuring a positive approach to literacy throughout the community.
- Dealing with complaints and incidents in accordance with Your Library policies and procedures.

The Team Leaders will support the Regional Manager by:

- Developing the annual Branch Action Plan.
- Attending management meetings as requested, general employees' meetings, and undertaking professional development activities.
- Contributing directly to the achievement of organisational goals through the effective and efficient delivery of identified branch services.
- Providing key support and directions to the branch library team.

Authority and Accountability

The position is accountable to the Regional Manager for:

- Effective day-to-day supervision of branch employees.
- Effective leadership and guidance in the achievement of branch goals.
- Problem resolution and discretionary decision-making, following Your Library Policies and Guidelines.

The Team Leader's authority and freedom to act is subject to clear guidelines, and:

- The Regional Manager must be fully briefed on all issues of operational importance and those which may impact on customer service, cost or time schedules.
- Will carry out such duties as are within the limits of the employee's skills, competence and training.

Judgement and decision-making

Decisions made by the Team Leader will have significant impact on the quality and cost of library services. The daily objectives of work are well defined, but the methods must be selected from a range of available alternatives.

The Team Leader is required to meet regularly with the Regional Manager to:

- Evaluate and make recommendations for continuous improvement relating to team and the branch.
- Decide on appropriate responses to difficult customers and emergency situations, using Your Library Policies and Guidelines as a foundation for the decision made.

Problems and situations are often complex or technical in nature and may not have been encountered previously. Guidance and counsel may be available within the time to decide.

Specialist knowledge and skills

The Team Leader requires:

- An understanding of the role and function of public libraries in the community and how they contribute to life-long learning.
- Experience in and knowledge of current and developing technologies.
- A competent understanding of the principles of customer service and the ability to deal with a diverse range of customers.
- A broad understanding of emerging issues that affect the provision of library services and programs.

Management skills

The Team Leader requires the following demonstrable skills:

- Time management, setting priorities, planning and organising own work.
- Ability to solve disputes or problems that may arise within the team.
- Ability to implement a range of personnel policies and techniques, including performance reviews, EEO and OH&S practices.

Inter-personal skills

The Team Leader will have:

- The ability to communicate effectively with library customers and handle dissatisfied customers in a friendly manner.
- The ability to deescalate high risk situations.
- The ability to maintain open channels of communication within the branch team
- The capacity to write succinct monthly branch reports based on a template.
- The ability to respond in a co-operative, patient and courteous manner to all situations which arise within the work environment.

Qualifications and Experience

- A recognised degree or post graduate diploma in librarianship (which confers eligibility for professional membership of the Australian Library and Information Association); or a recognised degree or post-graduate diploma in another relevant field; or relevant industry experience.
- Demonstrable leadership experience.

Key Selection Criteria

- Experience in leading, managing, mentoring, and coaching professional staff.
- Ability to develop and implement creative programs that engage the community.
- Demonstrated understanding of customer service principles, and proven ability to work strategically to meet and exceed expectations.
- Sound written and verbal communication skills and the ability to engage effectively with people of all ages and of diverse backgrounds.
- Proven problem-solving abilities.
- High level digital literacy and technology skills.
- A current Working with Children Check or a willingness to obtain one.
- A Current Driver's Licence.

Professional Relationships

Internal and external relationships include (but are not limited to):

Internal	External
Executive Leadership team	Knox, Maroondah, Yarra Ranges Councils, Councillors, and staff
Senior Leadership Team	Local communities and groups (including businesses) of the three-member Councils — both users and nonusers of library services
Managers and Team Leaders	Educational institutions & regional organisations.
Branch staff	Professional organisations and groups.

Risk Management

Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks. The physical requirements (amongst others) are listed below.

Physical Requirements of Position

Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads up to 10kgs.
- Being able to see and hear in the normal range, with or without correction.
- Ability to stand for extended periods.

Declaration by Employee

By signing this Declaration, I: _____

I have received a copy of the job description for my position:

Position: Team Leader

Revision Date:

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the Senior Manager People & Culture.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature _____

Employee's Name (please print) _____

Date _____