

Position Description



POSITION TITLE:	Branch Team Leader
POSITION NO:	4067
DIRECTORATE:	Community Life
DEPARTMENT:	Creative Communities
SECTION:	Libraries
CLASSIFICATION:	Band 6
LOCATION:	Based at nominated library branch but may be asked to work across any of the library branches or Council sites.
DATE:	April 2025

ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator, Libraries
Supervises:	Branch team including Librarians, Library Specialists and Library Officers based at branch. Operationally supervises other rostered staff working in the branch, volunteers and work experience/industry placements.
Internal Liaisons:	Manager Creative Communities; Library Management Team; Co-located services; all Council employees.
External Liaisons:	Library members and visitors, program participants and venue hirers, community organisations, businesses, schools and/or vendors/facilitators; Relevant professional groups and networks and members of the public and residents.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

Ensure the branch is well maintained, support a positive team culture and lead the team in delivering exceptional customer experience.

DUTIES AND RESPONSIBILITIES

1. Oversee the day to day operation of the branch ensuring a safe and welcoming space and service delivery that anticipates and reflects community need and inspires connection, learning and creativity.
2. Lead the branch team including coaching, performance planning and management and identifying learning and development opportunities
3. Fill the role of Customer Service Shift Leader when rostered to customer service and lead by example in providing excellent customer service, collection maintenance and other administrative tasks.
4. Develop an understanding of local community demographics and needs and advocate for these within Maribyrnong Libraries.
5. Work with the Community Engagement Team to identify, plan and deliver programs and events to actively engage library members and the broader community and develop partnerships with local organisations and stakeholders as appropriate.
6. Work with the Collections Team to ensure that branch collections are well maintained, across the collection management cycle, in line with the Collection Development Plan.
7. Support staff in the prioritization of day to day tasks and ongoing projects, acting as an escalation point for complex enquiries, customer feedback and maintenance/safety/security matters relating to the branch.
8. As a member of the Library Leadership Team, champion the Library Plan, demonstrate a commitment to continuous improvement and contribute to a positive and engaged culture.
9. Contribute to the development of the Library Service through delivery of projects aligned to the Library plan. .

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Provide advice and information to internal and external stakeholders within Council guidelines and delegated authority. Accountable for the accuracy and quality of the information and advice provided.
- Provide support and formal input into policy development within area of expertise as required.

- Maintain and improve standards of work specific to the role and responsibilities.
- Act within clear objectives, budgets and refer to manager for any decisions on matters that could impact Council's policy, projects and budget.

JUDGEMENT AND DECISION MAKING

- Exercise judgement and autonomy to make decisions based on previously acquired experience and knowledge as well as knowledge of department, organisational goals and objectives.
- The nature of the work is usually specialised with methods, procedures and processes developed through theory or precedent.
- Ability to improve or develop methods, procedures and processes relevant to the role as required and applying them to problem resolutions.
- Guidance and advice from supervisor and other Council employees would usually be available.
- Exercise discretion and confidentiality whilst performing assigned duties.

SPECIALIST SKILLS AND KNOWLEDGE

- Ability to use technology and systems relevant to the role.
- Proficiency in the application of theories, policies, procedures, processes and precedents relevant to the role.
- Understanding of the role and function of the team and how they impact the goals of the wider organisation.
- A demonstrated knowledge and understanding of the role of public libraries in communities and the local government sector.
- Understanding of relevant State and Federal legislation, Acts and regulations relevant to the role.
- Basic knowledge and understanding of budgeting techniques.

MANAGEMENT SKILLS

- Manage time, set priorities, plan and organise own work and when required, the work of any direct reports, to achieve team objectives within a set timeframe.
- Ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupations Health and Safety, particularly when supervising employees.
- Ability to support, motivate, provide on the job training and guidance to more junior employees.
- Ability to contribute to team meetings and to team outcomes.
- Understanding and effective dissemination to direct reports of the long term goals of the team and their alignment with Council's objectives.

INTERPERSONAL SKILLS

- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Ability to liaise with external counterparts and members of other units within the organisation to resolve intra-organisational problems.
- Strong written and verbal communication skills and ability to effectively manage complex conversations.
- Ability to establish rapport and to contribute to a pro-active and collaborative work culture.
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team based service delivery.
- Conduct research and provide detailed verbal and written reports as required.
- Capability to prepare external correspondence

QUALIFICATIONS AND EXPERIENCE

Mandatory:

- Tertiary qualifications (or studying toward) in librarianship, information management or a relevant field and eligibility for associate membership of ALIA.
- Demonstrated experience leading teams/overseeing a branch library.
- Current Victorian Drivers Licence.
- Current Working with Children Check.
- No relevant criminal record found in a Police Check.

Desirable:

- Experience in a second language (spoken or Auslan) is highly desirable
- Experience working in a public library environment
- Contemporary technology and digital skills

KEY SELECTION CRITERIA

- Mandatory qualifications and experience as listed above.
- Demonstrated experience in leading, motivating and coaching a team to deliver high quality customer service in a busy service environment.
- Ability to translate service-wide strategies and policies relating to collection, technology and engagement into a local branch context to meet community need.
- Ability to foster, develop and maintain working partnerships relevant to the role, at Council, with co-located services and across the broader community
- Skills and confidence using collections and online resources to support high quality reference and information services and readers advisory.
- Strong communication skills both written and verbal with the ability to engage effectively with people of all ages, all abilities and people from culturally and linguistically diverse backgrounds.

CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/
Coordinator:.....

Date: