

POSITION TITLE:	Team Leader Libraries and Resource Centres
AWARD CLASSIFICATION:	Victorian Local Authorities Award, 2001
BAND:	6
DEPARTMENT:	Community Wellbeing & Support, Corporate & Community Services
LOCATION:	50% Beaufort Community Resource Centre 50% Avoca Information Centre
INCUMBENT:	Vacant
TERM OF TENURE:	Permanent Fulltime - Ongoing
START DATE:	TBC
COMPLETION DATE:	Ongoing
APPROVED DATE:	
REVIEWED DATE:	December 2024
PREPARED BY:	Director Corporate & Community Services

COUNCIL VISION: Sustainable and welcoming places and natural environments that create inclusive, happy, healthy, and connected communities

MISSION: The role Pyrenees Shire Council will take to achieve our vision is to:

- Motivate and inspire community involvement
- Provide transparency and accountability
- Use resources efficiently and effectively

VALUES: Our leadership values are:

Service I will be part of the solution
I will strive to continuously improve how I work
I will do what I can to help get things done
I will do what I said I would do
I will treat all customers as equals

Integrity I will not walk past a standard that I want to uphold and keep
I will honour the commitments I make
I will do what is right, not what is easiest
I will be transparent and accountable in my decision making
I will be accountable for my actions and inactions

Respect I will be mindful of the impact that my words and actions have on others
I will strive to keep commitments
I will treat others as they deserve to be treated
I will encourage diverse opinions and perspectives, even when they challenge my own
I will include people in decisions that affect their work

The Pyrenees Shire Council is an equal opportunity employer

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Manager Community Wellbeing & Partnerships
Supervises:	Permanent and Casual staff within the libraries / resource centres
Internal Liaison:	All Council staff.
External Liaison:	Community and members of the public, government agencies, Public Libraries Victoria, other councils, Ballarat Libraries, library / book suppliers, community and business groups, Beaufort Community House & Learning Centre, Beaufort Food Pantry.

1. POSITION OVERVIEW:

The key deliverables of this role include:

- Leading a team in providing customer-focused programs and services within Council's libraries and resource centres.
- Ensuring appropriate training and development to team members to ensure effective provision of library services.
- Ensuring access to library collections and resources, information and social inclusion opportunities for Pyrenees Shire residents and visitors.
- Managing Council's two resource centres incorporating library and tourist information services, computer/internet services, library and government services.
- Overseeing the provision of customer / council business support where required including providing information and advice; and conducting council business transactions.
- Working alongside the community development team in providing resources to grow and facilitate community support activities, education programs and events.
- Ensuring the effective booking and monitoring of council venues available for public use.
- Supporting the relevant manager in projects to improve customer-focused services.

2. POSITION KEY SELECTION CRITERIA

2.1 Essential

- Qualifications and/or experience in a discipline / role related to library services, customer services and/or the management of community-focused facilities.
- Demonstrated experience in managing staff including the ability to motivate and develop, set objectives for yourself and others, and to manage resources to achieve required outcomes.
- Demonstrated ability to work with and gain the cooperation and confidence of community members including the capacity to successfully deal with difficult situations.
- High level oral and written communication skills, computing skills, and the ability to collect and clearly report on performance data.
- Demonstrated ability to plan, organise and maintain workflow and to achieve established goals, objectives and priorities.
- Ability to develop and implement procedures and work processes within a customer-focused environment.
- Ability to develop and manage relationships with other organisations and networks, such as Public Libraries Victoria.
- Current driver's licence or appropriate ability to travel between centres.

2.2 Desirable or highly regarded

- Experience of library operations is highly desirable.
- Relevant experience in a local government setting is highly desirable.
- Knowledge of the Pyrenees Shire including its geography and the services that Council provides to the community.

3. KEY RESPONSIBILITIES & DUTIES:

3.1 Position Responsibilities

Leadership and staff management

- a) Lead the day-to-day operations of team members within the libraries/resource centres; set objectives and manage resources to achieve required outcomes.
- b) Ensure all members of the team understand Council priorities and how their roles are aligned with and help deliver the Council Plan.
- c) Encourage and support the development and performance of staff, ensuring a high level of collaboration and a focus on exemplary customer service.
- d) Manage rosters and workload of team members; and conduct annual reviews.
- e) Identify, develop and implement required improvements to work practices, processes and procedures in accordance with council policy.
- f) Support the manager in the development, implementation and continuous improvement of policy, strategies or plans to maintain continuous improvement in library and visitor information service delivery.
- g) Identify, document and mitigate risks within the operational environment.

Libraries and Resource Centres

- a) Ensure the provision of high-quality community-focused library services and programs at the Beaufort and Avoca Community Resource Centres as well as outreach programs including mobile library services.
- b) Oversee visitor and community information presentation and displays in an attractive and organised manner in liaison with the Tourism Officer.
- c) Manage the administrative tasks of the centres including collection of council payments (e.g., rates, animal registration) and other monies, mail, issuing of receipts, reconciliation and banking.
- d) Facilitate the use of resource centres to support programs and activities that improve the health, wellbeing, education, and connectivity of our communities.
- e) Manage and maintain relationships and agreements with regard to the provision of government services on behalf of State or Federal Departments.
- f) Collate and report on appropriate data and statistics relating to business unit performance and community interaction.

Public venue management and booking services

- a) Oversee an effective booking service for council venues available for public use.
- b) Monitor the cleanliness and management of council venues to maintain suitability for public use and report all issues and maintenance requirements.

Community car

- a) Facilitate and oversee the booking of the community car by community members for medical appointment attendances.
- b) Support the manager in managing the onboarding, induction, and wellbeing of volunteer drivers.
- c) Escalate issues arising with community car use as appropriate.

Community relationships/Customer Service

- a) Develop and maintain day-to-day relationships with relevant community members, groups or organisations that interact with or use our facilities including, but not limited to, the Pyrenees Community House & Learning Centre, and the Food Pantry.
- b) Ensure all customer enquiries and council business transactions are dealt with a timely and efficient manner with an exemplary level of customer service.
- c) Take responsibility for enquiries of a more complex nature and support team members when dealing with difficult situations.

3.2 Financial responsibilities and delegated authority [delete if not applicable]

- a) This position has financial delegations and is subject to procurement and use of those financial delegations in accordance with Council's Procurement Policy and Framework.
- b) This position has responsibility in supporting the development and maintenance of the business unit budget with a key focus on cost constraint.

3.3 Corporate Responsibilities

- a) Comply with Council policies and procedures that are relevant to the position, including compliance with legislative obligations and behavioural expectations relating to equality, non-discrimination, anti-bullying, privacy, and Council's Codes of Conduct.
- b) Efficient and effective utilisation of Council's resources, including the reporting of property damage, theft, or other losses immediately.
- c) All staff shall create full and accurate records of work-related decisions and activities; and save these records into the corporate electronic document management system in accordance with Council's Records or Information Management Policies.
- d) In the event that the Municipal Emergency Management Plan is enacted, employees may be called upon to assist with emergency related functions under the Emergency Management Act 2013, including the provision of emergency response, relief, and recovery services to our community.

3.4 Child Safe Standards

- a) Pyrenees Shire Council is committed to providing an environment that protects children and young people; where children and young people are respected, listened to, valued, and encouraged to reach their full potential.
- b) All staff must adhere to Council's Child Safety & Wellbeing Policy and Framework and ensure that any reasonable suspicion of abuse or serious neglect to children or young people is reported.

3.5 Risk Management and Occupational Health & Safety

All employees must:

- a) Take reasonable care for their own health, safety, and wellbeing; and for the health, safety, and wellbeing of anyone else who may be affected by their acts or omissions in the workplace.
- b) Cooperate and abide with all safe working procedures developed by the Pyrenees Shire Council and any other action taken by Council to comply with relevant occupational health & safety legislation or regulation.
- c) Actively participate in the identification and documentation of workplace hazards, and the development of safe working procedures.
- d) Actively encourage other employees to work safely.
- e) Ensure Council's risk management and OHS policies and procedures are observed and complied with at a personal level.
- f) Understand, apply, and encourage others to observe Council's risk management and OHS policies and related procedures.
- g) Ensure the physical security of all property, equipment, and buildings within your area of control or influence.
- h) Report any incident resulting in personal injury immediately.
- i) Actively reduce Council's risk exposure by reporting any issue that may result in an insurance claim (or lead to potential future injury or loss) including incidents, security issues, and all safety hazards and near misses.

4. REQUIRED COMPETENCIES

The Pyrenees Shire Council's Capabilities Framework defines the core skills and abilities of the position in the organisation to achieve excellence and success, and to deliver its Council Plan and strategic priorities:

LEVEL 2 – CO-ORDINATOR / TEAM LEADER / SUPERVISOR (includes all expectations from Level 1 plus Level 2)		
Competencies	Expectations	Behaviours
Live PSC's Mission, Vision and Values	Be reflective and connect the purpose and practice of your work to the work of PSC. Link everything you do to the PSC's Mission, Vision and Values.	<ul style="list-style-type: none"> Understand, articulate and give expression to PSC's Mission, Vision and Values to others. Take pride in being trustworthy. Represent PSC's highest standards through respectful and ethical expression of the Council's Mission and the shaping of a hope-filled future. Deal with others in an open, honest and respectful manner that fosters trust.
	Understand the organisational direction, and PSC's Mission, Vision and Values, and translate this effectively into outcomes and work for the team.	<ul style="list-style-type: none"> Confidently represent and give proper expression to PSC's Mission, Vision and Values. Create for all team members an understanding of the links between PSC's Mission, Vision and Values and the work of the team. Provide ongoing advice and feedback and make it a topic of conversation at team meetings. Encourage understanding of and commitment to PSC's Mission, Vision and Values in others. Recognise and reward individual and team behaviour aligned to the Mission, Vision and Values. Convey compassion and honesty in difficult situations, displaying balance and judgment.
Apply commercial acumen	Take action and complete tasks in compliance with your delegation of authority. Understand the context in which you carry out your day-to-day work and the contribution you make to the broader organisation.	<ul style="list-style-type: none"> Show understanding of how resources (time, materials, staffing, etc) link to outcomes. Work to achieve budget or control costs. Establish methods for staying in tune with industry trends. Understand the wider environment in which PSC operates by keeping up-to date with new developments. Be aware of the commercial aspects of PSC; including stakeholders, services and funding that contribute to the financial sustainability of PSC.
	Analyse and interpret information and use this information to make decisions.	<ul style="list-style-type: none"> Actively develop a wide range of sector contacts to regularly conduct benchmarking activities and identify continuous improvement opportunities for PSC. Understand the challenges and opportunities of PSC and proactively investigate and develop options that improve performance by doing things that may be unique, leading-edge or new to PSC. Be willing to think beyond your own role by integrating knowledge across different areas of the organisation and adopt broader thinking about how your work contributes to the core business of PSC. Know the bigger picture in which you operate by understanding the history, Mission, identity, Values, organisational structure.

LEVEL 2 – CO-ORDINATOR / TEAM LEADER / SUPERVISOR (includes all expectations from Level 1 plus Level 2)		
Competencies	Expectations	Behaviours
Adapt to and lead change	Understand that PSC needs to make changes and maintain effectiveness when experiencing change.	<ul style="list-style-type: none"> • Think positively and remain open-minded even when faced with obstacles. • Be resilient and flexible in approach to work. • Think creatively when implementing change initiatives in the context of your work. • Listen to the changes proposed, provide feedback and contribute to new solutions.
	Adapt working practices for self and team in time of change for easy adoption and acceptance.	<ul style="list-style-type: none"> • Proactively consider the impact of change on people and their personal circumstances and ensure this is addressed in your actions and communications. • Communicate with clarity in order to reduce ambiguity and to create clear direction in times of change. • Cascade the impact of change initiatives into working practices and processes for the staff in a work unit/directorate/faculty or location. • Use a range of techniques including group brainstorming to generate creative solutions to the change challenges.
Deliver stakeholder centric service	Carry out personal actions and tasks with a stakeholder focus and community outcomes in mind.	<ul style="list-style-type: none"> • Respond to requests for service in a timely and thorough manner. • Do what is appropriate to ensure stakeholder expectations are met. • Prioritise stakeholder needs. • Follow up to evaluate stakeholder satisfaction.
	Plan and direct team activities on a daily basis with stakeholder impact in mind, community focus at the core and achievement of strategic objectives as the outcome.	<ul style="list-style-type: none"> • Take measured and judicious risks to serve the interests of stakeholders. • Bring appropriate people together as a team to address service initiatives and challenges in an efficient and effective manner. • Demonstrate service excellence in day-to-day work. • Promote service excellence behaviour and reward staff who exhibit this behaviour.
Collaborate effectively	Cooperate and collaborate with others to achieve individual and team goals	<ul style="list-style-type: none"> • Demonstrate high levels of personal engagement and inclusiveness amongst peers. • Be visible and accessible to colleagues; communicate openly and widely to share information and knowledge. • Be a team player; share information and see the benefits of working as a team. • Keep others informed and up-to-date about what is happening.
	Work with others to build the conditions for team effectiveness.	<ul style="list-style-type: none"> • Create strong morale and spirit amongst own team by working to remove barriers to collaboration. • Define success in terms of the whole team and support stages of team growth and maturity. • Recognise and reward the contribution of others. • Ask others for their views and opinions when making decisions and plans.
Communicate with impact	Communicate clearly based on facts and logic; listen and respond appropriately to others.	<ul style="list-style-type: none"> • Provide accurate and timely information in the right amounts to others to support their work. • Convey facts, concepts and technical information clearly and concisely, using terms that most people can understand. • Pay attention and listen to others, taking time to build rapport. • Demonstrate respect for others and how they are feeling.

LEVEL 2 – CO-ORDINATOR / TEAM LEADER / SUPERVISOR (includes all expectations from Level 1 plus Level 2)		
Competencies	Expectations	Behaviours
	Tailor communication approach to the audience or situation; win support from others to create a positive impact and successful outcomes.	<ul style="list-style-type: none"> • Seek to understand the perspectives of others. • Listen to and be sensitive towards others' motives, concerns, interests and views; adapt communication style, language and context accordingly. • Have awareness of and relate to people from diverse backgrounds. • Provide the information that people need to do their jobs and feel good about being a member of the team/ organisational area.
Coach and develop	Take responsibility for one's own personal growth and skill development and actively seek out opportunities for learning and self-improvement.	<ul style="list-style-type: none"> • Be personally committed to and actively work to continuously improve yourself. • Understand that different situations and levels may call for different skills and approaches. • Work to deploy strengths and compensate for weaknesses and limitations. • Seek out opportunities for personal growth and development.
	Actively coach direct reports and others within the organisation and conduct regular career development discussions.	<ul style="list-style-type: none"> • Have regular development conversations and set clear performance and development goals. • Assist in unblocking barriers to development. • Celebrate success, openly recognise individual and team achievement and give credit where credit is due. • Delegate tasks and decisions without deferring responsibility.
Be responsible and accountable for achieving excellence	Be Mission-aligned and responsible for delivering results through self-examination, perseverance, adhering to regulatory obligations and applying policies and procedures that inform the legal and risk responsibilities of one's role.	<ul style="list-style-type: none"> • Maintain the practice of self-reflection and renewal; examining and nourishing self upon the core values of the Mission, Vision and Values of PSC. • Be accountable to identify and connect legal and risk responsibilities back to your role and know where to find the relevant policies and procedures, particularly the PSC Code of Conduct. • Fulfil all commitments made to peers, co-workers, supervisors and customers; take personal responsibility and accountability of your work and seeing efforts through to completion. Be honest about mistakes. • Persist with assigned roles and tasks until completion, while seeking support when required.
	Understand the purpose of PSC governance policies and procedures and be confident to take ownership of issues to manage risk actively in the best interests of PSC; act to make incremental improvements.	<ul style="list-style-type: none"> • Act in the interests of PSC by knowing the limits of your own legal and risk knowledge and by knowing when to escalate issues to your manager or subject matter experts for high-level decision-making. • Be confident to take ownership of issues that have potential legal and/or risk implications and know who to go to for information and support to work the issue through. • Take action to improve performance without being directed to do so. • Always look for new and better ways to do things.

LEVEL 2 – CO-ORDINATOR / TEAM LEADER / SUPERVISOR (includes all expectations from Level 1 plus Level 2)		
Competencies	Expectations	Behaviours
Know PSC work processes and systems	Confidently use PSC's processes and systems to efficiently carry out day-to-day work.	<ul style="list-style-type: none"> • Demonstrate use of core office applications and other technologies in use in your field of work; ensure the accuracy of data entry and output in support of accurate and timely reporting. • Use computer, telecommunications and audio-visual equipment or other technologies used by the organisation in relation to your work. • Accept responsibility for own performance to deliver work activities on time and to the required standard in agreement with your nominated supervisor. • Understand the steps in work flow to achieve outcomes that appropriately utilise available systems and procedures.
	Manage and organise processes and systems to maximise work efficiencies and work effectiveness.	<ul style="list-style-type: none"> • Demonstrate a sound understanding of systems, processes and technology relevant to your job and identify and select the most appropriate tools for assigned work, including PSC records, information and knowledge management functions and systems. • Manage own and team workload by planning and prioritising work activity and use time management methods to meet deadlines and achieve agreed goals. • Contribute to the planning for projects and, as required, communicate the project strategy and its expected benefit to others. • Identify ways to improve systems that are used by the work unit and support the implementation of business improvement initiatives and the introduction and roll-out of new technologies.
Make informed decisions	Identify and utilise key data and information available within PSC to make informed decisions.	<ul style="list-style-type: none"> • Demonstrate a sound understanding of PSC (business) functions, terminology and processes. • Have knowledge and awareness of relevant information sources to aid research and analysis. • Be bold and express your opinion that is based on fact in order to aid team decisions and discussions. • Employ a methodical and logical approach when analysing information to make informed conclusions and decisions that are based on fact.
	Make timely and evidence-based decisions and challenge the decisions of staff to ensure they undertake the same.	<ul style="list-style-type: none"> • Look beyond the obvious and recognise patterns and trends to draw out key information from complex data. • Seek team input into decision-making where appropriate and coach for improved evidence-based decision-making in direct reports. • Approach decisions from a high-level, systems perspective to identify broader contextual issues, constraints and objectives that may affect business outcomes. • Interpret data to make causal links and consider consequences of actions before making evidence-based decisions.

5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- a) Responsible for timely, accurate and efficient production of resources, reports and other documentation.
- b) Accountable for ensuring that policies and procedures are fully implemented within their areas of responsibility.
- c) Responsible for managing relevant financial and contractual responsibilities, in line with financial delegations and budget constraints.
- d) Responsible for the provision of formal input into policy development and strategic planning within their areas of responsibility.
- e) Accountable for creating and maintaining an environment where staff are encouraged to contribute to the development of a productive and rewarding organisation.

6. JUDGEMENT AND DECISION-MAKING

- a) Use judgement appropriate within the level of experience and skills, provided that these are within delegated authority and legislative requirements, with complex matters referred to the relevant manager.
- b) Ability to develop options, solve problems, have the capacity to recognise issues, research them and advise, and to understand when to escalate to management.
- c) Assist with preparing appropriate actions plans, policies and strategies, and manage their implementation.
- d) Ability to liaise and negotiate with stakeholders on diverse and complex issues to achieve consensus.
- e) Ability to identify risks associated with proposed activities and make recommendations for mitigation where appropriate.

7. INTERPERSONAL SKILLS

- a) High level interpersonal and oral communication skills, including the ability to develop partnerships and work collaboratively with staff, diverse community groups, individuals and other agencies.
- b) Interpersonal skills shall be used in the context of: facilitation, influencing and negotiation; community interactions, building community relationships, and oral / written communication.
- c) Capacity to gain cooperation and assistance from members of the public and other employees in the administration of programs and activities.
- d) Ability to manage conflict and successfully deal with difficult internal and external situations and customers.
- e) The ability to liaise with their counterparts in other organisations to discuss specialist matters and with other employees within the Council to resolve intra-organisational problems.
- f) A strong work ethic with the ability to work independently with minimum supervision.
- g) Commitment to exemplary customer service and continuous improvement.

8. MANAGEMENT SKILLS

- a) Ability to plan and program the implementation of projects and activities having regard to resources and timelines.
- b) Ability to embrace, lead, and implement change within the team.
- c) Ability to coordinate and manage team meetings.
- d) Ability to maintain community and stakeholder relationships to achieve agreed outcomes.
- e) A proven ability to work without supervision and to meet timelines.
- f) Application of problem-solving skills and the ability to reach satisfactory outcomes on difficult issues.
- g) Ability to delegate and motivate staff in a supportive manner.

9. SPECIALIST KNOWLEDGE AND SKILLS

- a) Ability to supervise, motivate and develop staff to facilitate the delivery of high-quality customer-focused services.

- b) Analytical and investigative skills sufficient to contribute towards the monitoring of performance against key performance indicators.
- c) An understanding of the long-term goals of the Council and how the team aligns with the delivery of those goals.
- d) Extensive knowledge of the functional operations of Council, libraries and the physical characteristics of the shire.
- e) Proven ability to communicate effectively with internal and external customers.
- f) Financial understanding, cash handling and cash reconciliation skills.
- g) Knowledge of the services provided on behalf of government agencies.

10. QUALIFICATIONS AND EXPERIENCE

- a) Relevant qualifications and/or experience in a community-focused and/or library role. Experience in library operations highly desirable.
- b) Demonstrated experience in managing a service delivery team with a community / customer focus.
- c) Knowledge or ability to gain knowledge of the Pyrenees Shire.
- d) An understanding of the role and functions of local government and the services it provides to the community.
- e) A current driver's licence or the ability to travel between centres is essential.

11. AUTHORISATION

The following signatures are required to indicate understanding, agreement, and approval of the position description. This position description is current at the date of issue and is subject to review at least annually, in collaboration with the employee.

Employee signature: _____ Employee name: Date:	Supervisor signature: _____ Supervisor name: Date:
CEO signature: _____ <i>Jim Nolan</i> Date:	Manager People & Culture signature: _____ <i>Norman Prueter</i> Date: