

POSITION DESCRIPTION

Team Leader Adult Programs (POS1390)

Directorate:	Community & Culture	Department:	Library and Museum Services
Position Grade:	14	Reports to:	Coordinator Outreach & Programs
Last review:	March 2019	Next review:	July 2020
		Version No.:	1.0

Position purpose:

To lead, support and co-ordinate community programs and partnerships for adults, seniors, CALD, Indigenous and people with disabilities, and oversee the planning, development and delivery of customer-focused outreach activities to meet the needs of the Liverpool community.

Key accountabilities/responsibilities:

Responsibilities include:

- 1) Implementing and supporting the development of the Library's vision, mission and plans, delivering quality and customer-focused outreach programs and partnerships to members of the community.
- 2) Regularly consulting management, specialist and branch staff and the community on program policies and priorities, and developing and delivering Community Outreach policies and annual programs in line with consultation outcomes and documented standards approved by Library management.
- 3) Promoting continuous improvement, developing program partnerships with community stakeholders, seeking grant funding, and co-ordinating promotional campaigns to address the needs of identified target groups.
- 4) Leading and supporting Community Outreach Program staff and volunteers to develop and deliver quality services to customers through regular staff meetings and work reviews, annual work plans and through regular communication.
- 5) Reviewing and reporting to the Coordinator Outreach & Programs on the performance of Outreach, Programs & Partnerships activities within the allocated budget.
- 6) Managing and supervising the workflow of Community Outreach & Programs support staff and volunteers so that services and programs are made available to customers in line with documented and management-approved time lines and service standards.
- 7) Maintaining records and statistics to evaluate the community's use of and engagement with Outreach, Programs and Partnerships activities on an ongoing basis to support recommendations to Library management as appropriate.
- 8) Actively participating in staff support, engagement and development activities including induction, recruitment, training (in line with the Library and Council Training Plans) and performance management.
- 9) Co-ordinating and reporting to the Coordinator Outreach & Programs on the development and delivery of training and communications to library staff concerning Community Outreach Program policies and procedures.
- 10) Performing other duties as required from time to time.
- 11) Provision of direct customer support as required across the library network including night shift and weekend work.
- 12) Implementing Council's WHS policy. Lead and support staff in addressing WHS issues in line with the policy.
- 13) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

Decisions made in the position:

- 1) Approval of staff Work Plans and Review processes
- 2) Day to day administrative policies within the Library Community Outreach & Programs team
- 3) General customer service decisions

Decisions referred:

- 1) Outreach, Programs and Partnerships policy and Budget priorities
- 2) Program Policy and Procedure decisions
- 3) Communication and Training Programs and priorities
- 4) Matters requiring escalation

Key issues/challenges:

- 1) Effective team leadership, staff and volunteer co-ordination in the provision of quality Outreach, Programs and Partnerships.
- 2) Engaging staff and customers to identify needs so as to provide relevant resources and activities, including online resources and services.
- 3) Understanding of the target audience and knowledge of how to reach, and direct communication, to this group
- 4) Integrating and co-ordinating across library branches
- 5) Digitising and maintaining of library Outreach, Programs and Partnerships systems
- 6) Developing innovative library Outreach, Programs and Partnerships solutions
- 7) Supporting effective change management initiatives and supporting the development of the Library Service to reflect changing community requirements
- 8) Providing quality customer services, training and communications
- 9) Developing and updating library policies and procedures.
- 10) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

Key working relationships:

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|-------------------------------------|-----------------|-----------------------------|
| • Coordinator Outreach & Programs | • Council staff | • Community |
| • Manager Library & Museum Services | • Library staff | • Outreach & Programs Teams |

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Completion of degree or post graduate-level Library and Information Studies, conferring eligibility for associate membership of the Australian Library and Information Association. Or relevant tertiary qualifications in a related discipline.
- Class C Drivers Licence

Experience

- Extensive years of experience working in a public library and a customer service environment
- Developing and leading a team, including the support, supervision and training of staff
- Experience in formulating and drafting new policies, procedures programs and reporting processes
- Ability to plan, resource and implement promotional activities in the area of Outreach, Programs and Partnerships
- Contributing to strategic planning and the development of business plans
- Proven experience in supervising a service, including the provision of quality Outreach, Programs and Partnerships

Knowledge and Skills

- Excellent written, verbal and interpersonal communication skills; Strong administration and customer service skills
- Knowledge of Library Management Systems, digital technology and corporate systems
- Specialised knowledge in Outreach, Programs and Partnerships, adult education, community development and submission writing
- Understanding of effective marketing strategies to reach specific demographics
- Problem solving, time management and decision-making skills
- Strategic planning and management and budget control
- Team building, leadership and development skills, including staff training, support and development skills
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multicultural diversity

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Good understanding of public library environments including the roles, development of public libraries and current trends and innovation in library technologies
- Implementing home library management systems in a public library environment
- Adult education qualifications

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous