

POSITION DESCRIPTION

Coordinator Customer and Network Services (POS1415)

Directorate:	City Community and Culture	Department:	Library and Museum Services
Position Grade:	16	Reports to:	Manager Library and Museum services
Last review:	May 2019	Next review:	May 2021
		Version No.:	2.0

Position purpose:

To provide effectively lead the delivery of quality customer and network services, through the support and development of trained, responsive and engaged customer service teams, committed to realising the Library's vision to deliver best practice library services to the community of Liverpool City.

Key accountabilities/responsibilities:

Responsible for:

- 1) Implementing and supporting the development of the Library's vision, mission and plans; and engage staff and customers in the development of quality library services and targeted programs to address community needs.
- 2) In support of the Library Management Team (LMT), drafting and contributing to policy development; planning and delivering the Library's strategic, financial, workforce, information and communications technology and operational plans.
- 3) Assessing, making recommendations and implementing solutions and innovations in accordance with LMT approved Library Strategic Plans e.g Information Technology, Facilities, Collections, Outreach programs.
- 4) Leading, managing and coordinating Library Customer & Network Services Teams to ensure the delivery of quality services relevant to local needs and interests, based on locally developed annual service delivery and improvement plans.
- 5) Coordinating, supporting and developing a team of Branch Librarians to support staff to develop and deliver quality services to internal and external customers through regular Branch Librarian Network group meetings, data collection and evaluation, individual work reviews, annual work plans and regular communications.
- 6) Supporting Branch Librarians to develop best-practice library programs tailored to the needs of local branches, including recreational and/or educational programs; and those for identified priority local target groups.
- 7) Supporting communications and partnerships within the library service, Council and other stakeholders to facilitate effective services to, and in support of, the library's customers and network services.

Decisions made in the position:

- 1) Position granted delegation of authority by the CEO to administer the flexible working hours scheme and deal with applications for leave of any kind for staff in the Library's Network Services team.
- 2) As delegated by the Manager Library & Museum Services, operational and administrative decisions relating to the day-to-day function of the Library Network
- 3) As delegated by the Manager Library & Museum Services operational decisions relating to the development of branch services and standards.
- 4) As delegated by the Manager Library & Museum Services operational training requirements.

Decisions referred:

- 1) Expenditure over delegation.
- 2) Final instigation of Policy
- 3) Staffing recruitment and staffing levels
- 4) All other decisions

Key issues/challenges:

- 1) Leading the team of Branch librarians and the Library Services Network team, with the aim of facilitating the planning, development and delivery of quality customer-focussed services at all library service points at all times.
- 2) Supporting Branch Librarians to develop monitor and implement annual Branch Service Delivery and Improvement Plans, endorsed by the Library Management team, and developed through the engagement of local customers and staff in identifying program needs, strategies and priorities.
- 3) Supporting and leading initiatives developed through the Library Management Team to review and develop library policy, facilitate staff training plans and programs, staff communications and engagement, and promote programs to recognise good internal practices in customer service and network support.
- 4) Co-ordinating staff and customer engagement, development and communication programs with other parts of the Library Service and Council. For staff, this includes corporate communications, learning and development, industrial and performance management systems, financial, technological and WHS systems. For the community, this includes regular customer satisfaction surveys, consultations on program priorities, and innovative communication strategies.
- 5) Developing, preparing and conducting reviews of the Library's services and making recommendations on service improvements and new initiatives to the Manager Library and Museum Services.

Key working relationships:

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|---------------------------------------|--------------------------------------|
| • Manager Library and Museum Services | • Branch Librarians and Branch Staff |
| • Library Management Team | • All library staff and visitors |

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 (ALIA)
- Current Class C Drivers Licence

Experience

- Experience in a range of roles including at a supervisory level within public libraries, including experience in leading staff teams, with the ability to enthuse staff about vision and plans.
- Demonstrated ability to activate branch libraries with innovative and community inclusive programming working with the Outreach Services Team
- Experience in resolving customer issues, providing quality customer services and implementing innovative customer service programs.
- Experience in developing and implementing library policies and plans.
- Experience in identifying and evaluating training needs of staff and developing and implementing training programs for staff

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Knowledge of current trends and issues in customer service and public libraries, including an appreciation of public library philosophies
- Highly developed communication skills, both oral and written, including skills in negotiation, conflict resolution, liaison and public speaking
- Ability to contribute as a member of the Library's management team and lead, develop, motivate and inspire teams of staff

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Demonstrated interest in continuing professional development as appropriate.
- Skills in budget development and preparing budget and grant submissions
- Skills in designing innovative customer service programs with the ability to undertake, understand and utilise market research

Our vision:

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

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous