



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Senior Team Leader Library Operations	Level	8
Business Unit	Community Development & Library Services	Position Number	01780
Directorate	Planning & Community Development	Date Established	March 2025
Reporting to	Coordinator Joondalup Libraries	Date Updated	N/A

2. KEY OBJECTIVES

- Lead the operations of the City's library branches to ensure the provision of an effective and comprehensive library and information service to the community and a high standard of customer service.
- Work with the Coordinator Joondalup Libraries, Branch Librarians, Team Leaders and Library Project Officer, to provide a strategic focus to develop plans and policies to progress the City's library services.
- Assist the Coordinator Joondalup Libraries in the development, management and oversight of the Joondalup Libraries annual business plan and budget.
- Guide, coach, and develop staff to ensure operational efficiency, a positive approach to continuous improvement and an ongoing commitment to meet City of Joondalup Libraries' objectives.

3. KEY ACCOUNTABILITIES

- Undertake activities in accordance with the Joondalup Libraries business unit plan within agreed timeframes.
- Ensure all project work is undertaken in accordance with the requirements of the City's Project Management Framework.
- Ensure financial management activities are undertaken in accordance with City procedures and processes.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols, and practices.
- Ensure customer service to internal and external stakeholders is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.
- Ensure people management activities are undertaken in accordance with relevant legislative requirements and City protocols and procedures.

4. KEY ACTIVITIES

Outcome: Strategic, Project and Library Operations Management

- Assists the Coordinator Joondalup Libraries in the development and implementation of strategies to ensure business requirements are met.
- Undertake project management tasks, including preparing relevant project documentation, reporting and delivering projects in accordance with agreed scope, timeframes and budgets.
- Proactively contribute to the development and implementation of business and operational plans.
- Undertake regular reviews of systems, processes, and procedures to identify efficiencies and improvements.
- Lead all aspects of library branch operations to ensure they are managed and maintained to the standards set by the City and relevant legislation.
- Monitor the use and condition of library assets to make informed decisions about risk, allocation of resources and suitability for customer use.
- Lead the development and implementation of customer service strategies, initiatives and programs designed to meet customer needs.
- Develop and maintain positive relationships with internal and external stakeholders to improve services to library customers.
- Respond to complaints and other inquiries.
- Ensure that the collection continues to evolve with emerging technology trends to meet customer requirements.
- Oversee the development and revision of stock profiles to assist the development of the City's collection across all branches.
- Develop strategies in conjunction with the Branch Librarians and Team Leaders to increase circulation of library collection, both print and digital.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: People Management

- Undertake recruitment and selection processes.
- Undertake employee reviews, setting and monitoring targets and development plans and providing appropriate feedback and instruction where required.
- Provide leadership, coaching and on-the-job training for employees.
- Implement and support City EEO initiatives to assist team understanding and compliance with EEO legislation, practices and City protocols.

Outcome: Financial Management

- In conjunction with the Coordinator Joondalup Libraries, Branch Librarians and Team Leaders, develop the annual budget for the Library branches in accordance with corporate financial requirements and timelines.
- Monitor and review budget expenditure on a regular basis, including midyear review.
- Undertake procurement activities including raising purchase requisitions and processing invoices.

Outcome: Work Health and Safety

- Responsible for ensuring that a safe environment is maintained for both employees and customers.
- Responsible for resolving work health and safety issues in consultation with WHS Library representatives and the City's WHS Team.
- Identify hazards, assess, and control risks in accordance with established safety and health standards, policies, and procedures.
- Maintain compliance with the City of Joondalup's risk management policy and procedures.
- Promote a safe working environment.

4. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Organisational and time management, with proven ability to effectively prioritise multiple tasks to meet deadlines and achieve desired outcomes.
- Interpersonal, conflict resolution and negotiation skills to positively manage customer relationships.
- Leadership, coaching, feedback, and people management.
- Business planning, budget development and implementation skills.
- Analytical, problem solving and research skills with the ability to initiate, implement, monitor, and evaluate new and existing strategies and projects.
- Written communication skills, with proven ability to research and analyse data/information to ensure clear and concise reports and correspondence are prepared.
- Highly developed project management skills.

Comprehensive Knowledge:

- Public library operations.
- Work Health and Safety principles.

Experience:

- A leadership position working within a public library environment or similar.
- Initiating and implementing innovative projects to achieve strategic outcomes.
- Developing and managing budgets.
- People management.

Qualifications/Clearances:

- Bachelor of Arts (major in Librarianship), Masters of Information Management, Graduate Diploma (Information and Library Studies) or other relevant qualification.
- Current Western Australian 'C' Class Driver's Licence.
- Current National Police Certificate (no older three months).

5. EXTENT OF AUTHORITY

- Has signification delegated authority and oversees the City's Library Services.
- Develops, implements, and evaluated programs and services, accounting for quality, efficiency and positive user experience.
- Uses analytical skills, appreciates the long term goals of the City.
- Decisions and actions taken may have significant effect on library services.

6. WORKING RELATIONSHIPS

Level of Supervision:

- Works under limited direction.

Internal:

- All other business units.

External:

- Other WA public libraries and State Library of WA (SLWA).
- Educational institutions.
- Business and community groups.

7. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO THE POSITION	5
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