

# Role Description

## Supervisor Branch Library



<b>Title</b>	Supervisor Branch Library
<b>Classification/Grade/Band</b>	Band 3 Level 2
<b>Group/Unit/Section</b>	Community and Recreation Services / Libraries and Education / Libraries
<b>Reports to</b>	Team Leader Library Branches

### Vision

A vibrant organisation doing great things.

### Purpose

To provide valuable services that strengthen and support the Central Coast Community.

### Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

### Primary Role Statement

In contributing to the overarching vision and purpose, the role of Supervisor Branch Library is responsible for the day-to-day operation of the branch library and leadership of the branch library team to ensure provision of high quality library services to meet Central Coast Council's (CCC) objective of making the Central Coast a place of continual learning.

The position of Supervisor Branch Library is required to engage with employees and provide quality customer service and create value for the community.



## Key Duties and Responsibilities

- Contribute to the Unit's strategic planning initiatives;
- Supervise, motivate, lead and support staff members and coordinate the activities of a multi-disciplinary team to achieve required outcomes;
- Assist in the formulation of Library policies and procedures;
- Ongoing management and promotion of the Branch Library Service to enable maximum utilisation and viability of the services provided;
- Ensure the effective and efficient operation of the Branch Library within allocated budget and resources;
- Review and evaluate systems and policies to ensure compliance with legislative requirements and Council's strategic objectives;
- Delivery of quality library and customer services focused on satisfying the business, educational, information and recreational needs of the community in accordance with policies and procedures;
- Actively promote the Library services through the usage of effective library programs, floor displays and promotional literature to encourage lifelong learning;
- Accurate reconciliation and banking of cash transactions.

## Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- The Supervisor Branch Library may work away from Council premises and is required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Supervisor Branch Library influences the external environment by ensuring services are consistent with Council standards;



- The Supervisor Branch Library is responsible for ensuring that operational safety standards or other requirements are met at an operational level;
- Identifies requirements as an input to budget development;
- Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area;

### **Personal Attributes**

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives;
- Be open to new ideas, situations and challenges, adapts well and is calm under pressure;
- Be solution focused, committed to resolving differences and contributes to positive outcomes.

### **Interpersonal Skills**

- Listen to others and ask appropriate, respectful questions and adapt behaviour accordingly;
- Support and promote a culture of quality customer service. Identify and respond quickly and provide solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and know when to refer to a supervisor for assistance and/or withdraw from a conflict situation;
- Respond to colleagues who need clarification or guidance and help when workloads are high;



- Recognise performance issues that need addressing and seek relevant advice.

### **Business Enablers and Technical Skills**

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/unit objectives and respond proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provide appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up-to-date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures;
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances;
- Assist the team to understand the organisation's direction, policies and services.

### **Team Work**

- Recognise and acknowledge individual/team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity;
- Work collaboratively with colleagues, direct reports and supervisor to positively influence team development and harmony;
- Understand team objectives and how their work relates to the team's success and contribute to the development and achievement of team goals and work;



- Share information with team members to assist them to understand and manage uncertainty and change.

## **QUALIFICATIONS**

### **Essential**

- Degree qualification in Management and or Library and Information Science or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;
- Current Working with Children Check;
- Eligibility for professional membership of the Australian Library and Information Association.

## **EXPERIENCE**

### **Essential**

- Demonstrated experience in a similar role leading a team within a high volume multi-faceted customer service environment;
- Demonstrated leadership behaviours, including active communication with the team in regard to performance, business strategy, diversity, coaching and mentoring and change management;
- Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that are of benefit or add value, to all or part of the organisation;
- Proven ability to assess, interpret and judge information or situations, and formulate recommendations, provide specialist advice or deliver a service, based on the findings;
- Previous library operations experience including book selection, collection building and reference services;
- Well-developed budget management skills.

### **Desirable**

- Previous local government experience



## Key Relationships

Council Meeting	Members of the Public/residents/ratepayers
Section Managers/Team Leaders	Commercial/industrial/development representatives (eg Vendors, builders, clients)
Other Council employees (not including direct reports)	Community Organisations – service clubs etc.
	Professional/Industry associations including Unions
	Consultants, solicitors and other professionals
	State and Federal Government Agencies
	Local Business

