

TEAM LEADER, LIBRARIES

POSITION DESCRIPTION

Position Title:	Team Leader, Libraries
Responsible To:	Manager, Creative City
Council Portfolio:	City Community
Council Program:	City Culture
Classification Level:	Salaried, Level 7

Overview of Portfolio

The City Community Portfolio strives to deliver exceptional experiences for our community and customers, providing opportunities for creativity, recreation and wellbeing in a city that is safe, accessible and supportive of all our communities.

Overview of Program

The City Culture Program creates brilliant experiences for all who choose to live in and enjoy our City. By activating and curating places and spaces, and providing opportunities for creativity, recreation, and wellbeing, we connect, support and inspire our diverse community, and draw more people to Adelaide to live, study, work and play.

Key Relationships / Interactions

Internal	Employees across the City Culture Program City of Adelaide (CoA) employees across all Portfolios and Programs
External	Customers of the Libraries (and relevant co-located Community Centres) Volunteers of the Libraries (and relevant co-located Community Centres) State Library of South Australia Service providers, suppliers and contractors Government departments and non-government organisations Public Libraries SA (PLSA) and Public Library Service (PLS) Peak bodies including Australian Library and Information Association (ALIA), International Federation of Library Associations and Institutions (IFLA) Broad Stakeholders including relevant Arts, Cultural and Community members, organisations and networks



Primary Purpose

As part of the City Culture Program, the Team Leader Libraries provides significant leadership skills to ensure the Libraries team delivers a range of projects and activities in line with our Strategic Plan outcomes and normal business operations.

They are responsible for managing the daily operations of Council's library facilities, resources and services across multiple locations with the objective of achieving a holistic approach to service delivery and ensuring a high quality service is being provided to all library customers.

Responsibilities

The Team Leader, Libraries is responsible for:

- Leading the delivery of library and information services that:
 - provide free and equitable access to knowledge, culture, and information.
 - support lifelong learning, digital inclusion, and literacy development.
 - foster community engagement and civic participation.
 - promote the preservation and sharing of knowledge.
 - enable the creation and exchange of ideas through inclusive, accessible, and innovative services.
 - reflect and are responsive to the current and emerging needs of our diverse communities.
- Managing the daily operations of the library services and leading the library team, ensuring effective implementation of strategic and organisational objectives.
- The ongoing review of existing practices, investigation of improvement opportunities and development and implementation of appropriate systems, processes to enhance the delivery of library services.
- Fostering and supporting collaboration, communication and innovation through the leadership and mentorship of staff.
- Preparing, monitoring and reporting on the library operating budget and Library Action Plan.
- Supporting library database system administration and ensuring compliance with relevant legislation, Public Library Service and Network guidelines, policies, standards, procedures and KPIs.
- Representing the City of Adelaide at relevant industry forums and participating in relevant working groups to develop, evaluate and improve initiatives, practices and ways of working which assist Council in delivering objectives and projects.
- Providing advice, support, and reporting to relevant leadership regarding Library opportunities, new initiatives and risks.
- Building and maintaining key working relationships and partnerships across Council and with external stakeholders which result in demonstrated high levels of collaboration, teamwork, and engagement.





Responsibilities for all leaders:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Lead and manage your team/s to ensure employee engagement and development, resource optimisation, legislative compliance, and the implementation of ongoing service enhancements.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing.
- Take accountability for identifying, reporting, and responding to WHS incidents or near misses, and ensure the appropriate and responsible use of equipment, supplies, and personal protective equipment (PPE) across the team.
- Lead the team in adhering to security requirements (both physical and cyber) by actively modelling best practices, following secure data handling protocols, supporting secure system management, and ensuring team compliance with all information security and safety obligations.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Ensure completion of all mandatory training and support ongoing professional development both personally and across the team aligned with CoA expectations, compliance requirements and information security.
- Monitor and manage budgets and expenditure within delegated limits to ensure efficient and accountable use of financial resources.





Position Criteria

Qualifications	A tertiary qualification in Library and Information Management or related field and/or commensurate demonstrated experience in lieu of formal qualifications. Eligibility for professional membership of the Australian Library and Information Association.	Essential Desirable
People Management	Experience in providing effective leadership which continually enhances and builds the team's capability and performance. Demonstrated ability to mentor and support employees in their professional development. Thorough working knowledge of people management practices, policies and procedures.	Essential
Financial Skills & Acumen	Demonstrated ability to prepare and successfully manage and report on budgets and contracts. Experience in developing, monitoring and reporting against performance indicators and targets.	Essential
Technical Knowledge & Experience	Extensive experience in developing and managing library collections, services and programs across multiple locations. Thorough knowledge of the application of collection development principles, standards and guidelines in a public library environment to ensure current and relevant collections, services and programs. Proven ability to work in a demanding, high paced service environment and have a high level of resilience when faced with difficult situations.	Essential
Innovation & Initiative	Experience in identifying innovative customer service solutions and opportunities and implementing adaptive change processes. Proven ability to work collaboratively within a high functioning leadership team which values innovation and creativity. Developed project management skills which underpin the timely delivery of projects and foster collaboration.	Essential
Customer Commitment	Demonstrated commitment to, and a thorough understanding of, the principles and practice of excellent customer service. Highly developed verbal and written communication skills, including the ability to prepare reports, business case proposals and high-level correspondence. Ability to prioritise and be flexible when responding to changing priorities and demands. Experience in negotiation and conflict resolution in a community-based setting.	Essential





Administrative Skills	A high level of organisational and time management skills. A thorough understanding of practices, procedures and outcomes required of a records management system. Demonstrated experience in managing, monitoring and reporting on WHS standards and actions in the workplace.	Essential
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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	Achievement • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	Collaboration • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	Customer Commitment • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	Integrity • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	Innovation • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities

Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.





Physical Demands

Task	Customer Service
Work Area	Library Service
Physical Demand Rating	Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCE Notes
Sitting	✓			Office chairs in the offices or chairs at the front counter	Critical Range of Motion: Shoulders to 120° flexion (repetitive). Lift Capacity: Occasional lift up to 10kg. Mostly lifting <5kg. Push / Pull Force: Occasional push force up to 10kg. Shift Duration: Various shifts. Environmental Factors: Working indoors mostly with member of the public close by. Task Rotation: Change tasks regularly throughout the day. Some locations have formal 1 hour rotations. Breaks: 10 minute paid tea break (if required) and 30-60 minute unpaid meal break PPE: Footwear: Sandals can be worn but must have a heel.
Standing		✓		Various surfaces, can be standing for up to an hour at a customer service workstation	
Walking		✓		Short distances inside the library	
Climbing	✓			Rarely climbing a step ladder, occasional stairs at some sites	
Bending	✓			Access low shelving, drawers, public PCs	
Kneeling	✓			Optional: Accessing low shelving and drawers	
Squatting	✓			Accessing low shelving and drawers	
Gripping			✓	Handling of books, resources, returns and computer equipment	
Forward Reach		✓		Re-shelving resources and equipment	
Lift	✓			Light objects mostly <5kg, some containers and resources up to 10kg (e.g. tubs)	
Carry	✓			Light items short distances mostly, trolleys used for longer distances	
Push / Pull		✓		Moving re-shelving trolleys, returns chutes and other trolleys	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by your during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.

