



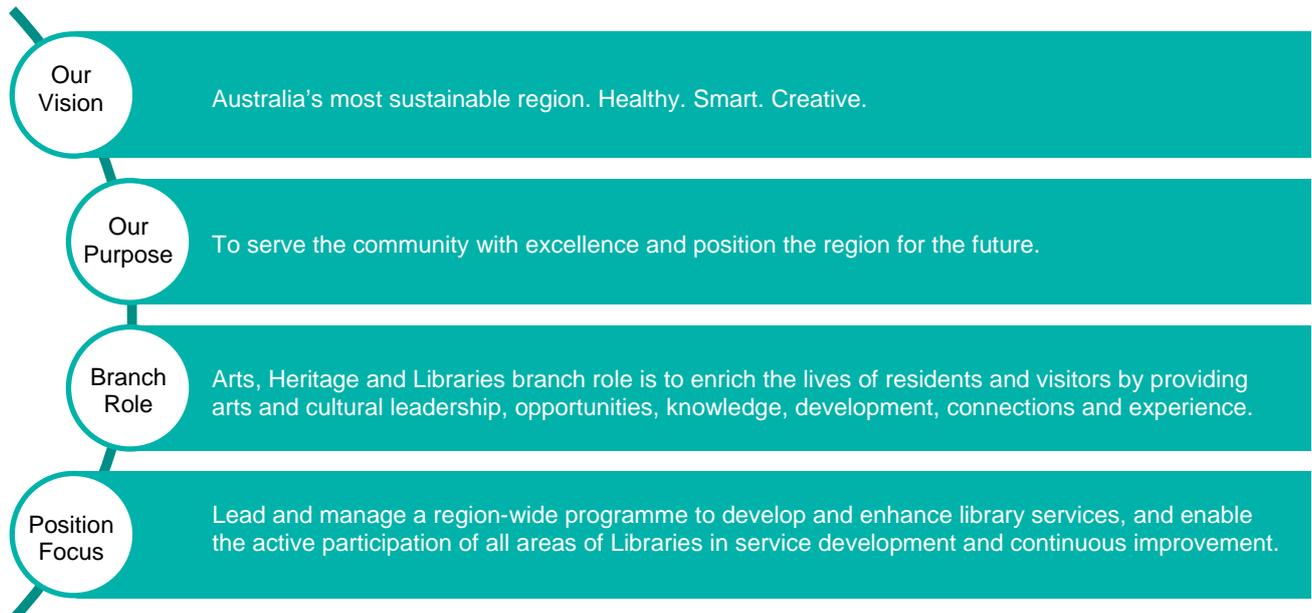
Position Profile

1102 – Team Leader Library Programs & Marketing – Arts, Heritage & Libraries

About Council

The Sunshine Coast Council continues to take a lead role in shaping a prosperous future for our community through a vision to be Australia’s most sustainable region – healthy, smart, creative.

Sunshine Coast Council is one of the largest local governments in Australia, serving a community of more than 330,000 residents across an area of approximately 2,291 square kilometres. Council’s 2020-2024 Corporate Plan aims to deliver a smart economy, a strong community, a healthy environment, service excellence and an outstanding organisation. These objectives provide our community and our organisation with a line of sight to the programs, projects and services provided by council to residents, businesses and visitors across our region every day. Our employees’ passion and commitment to the region and their willingness to go above and beyond, is what sets Sunshine Coast Council apart as a local government organisation.



Our Values

Everything council does is underpinned by its values which define the culture of the organisation and the behaviours that shape our interaction with the community and each other.

Respect for each other in our working relationships

Being our best by continuing to learn, grow, challenge and change

Working as one team across the organisation and with our community

High standards in our conduct, service and governance

Service excellence for our customers and each other

Our Corporate Plan Goals

1. **A Smart Economy** - A prosperous, high-value economy of choice for business, investment and employment.
2. **A Strong Community** - In all our communities, people are included, treated with respect and opportunities are available to all.
3. **A Healthy Environment** - Maintaining and enhancing the region's natural assets, liveability and environmental credentials.
4. **Service Excellence** – Positive experiences for our customers, great services to our community.
5. **An Outstanding Organisation** - A high performing, innovative and customer-focused organisation marked by great people, good governance and regional leadership.

Position Summary

Position title	Team Leader Library Programs & Marketing		
Position number	1102		
Reports to	Coordinator Library Services		
Position type	Establishment		
Position classification	Award Based - Queensland Local Government Industry Award (Stream A) – State 2017 – Level 6		
Group	Economic and Community Development		
Branch	Arts, Heritage and Libraries		
Team	Library Services		
Employment area	Sunshine Coast	Current Location	Cotton Tree
Team leadership/ supervision	Leadership as per assigned functional areas		
Internal liaison	Coordinator Library Services, Library Team Leaders, Team Members, Councillors and other Council employees		
External liaison	Community organisations, other areas of Council and other Government agencies.		
Delegations	As per Council's Delegations of Authority relating to financial, administrative, human resource management, Workplace Health & Safety (WH&S) and environmental management responsibilities.		
Date last reviewed	17 July 2020		

Key Responsibilities

- Manage, lead and mentor staff in the Library Programs and Marketing team to ensure the provision of holistic and excellent library services, outstanding customer experiences and continuous improvement
- Encourage design thinking, evaluate global and national trends, innovative ideas and digital futures with a strong emphasis on developing, communicating and marketing the strengths and benefits of the library service
- Proactively contribute to library strategic planning and ensure alignment of services to library plans, team budget and other corporate documents
- Foster and support strong and positive interaction, collaboration and strategic planning within teams, across the whole library service and the Arts, Heritage and Libraries Branch
- Continually develop, evaluate, review and redesign inclusive and accessible library services to ensure alignment between community needs, corporate and operational priorities and budget requirements
- Continually seek and support opportunities to initiate professional development and the continual improvement of staff performance
- Establish and implement mechanisms for community consultation and facilitate feedback from library users on the future direction of library services

- Participate in the development of a healthy and safe workplace. Embracing initiatives, information and training and incorporating safety into all daily activities. Demonstrate safe work behaviours, abiding by procedures, identifying and reporting hazards, and contributing to all aspects of a safe workplace culture
- Such other relevant duties as required from time to time which would generally fall within the scope of this position

Key Requirements

Mandatory Requirements / Experience

- Bachelor Degree qualifications in Librarianship, Information Technology, Management, Marketing or other related discipline
- Experience in a Library environment, customer service environment, marketing or other relevant experience
- Demonstrated leadership skills to build strong, customer focussed teams and foster a workplace culture consistent with Council's corporate values
- Strong time management and organisation skills to manage significant projects, managing competing priorities, a variety of stakeholder expectations and influence and achieve preferred business outcomes
- Highly developed interpersonal and communication skills with particular emphasis in the areas of building effective relationships, consultation, negotiation, conflict resolution and assertiveness in order to resolve issues and meet changing organisational needs
- Strong research, analytical problem solving and evaluation skills with the capacity to examine complex problems and develop innovative strategies for their resolution to a diverse client base
- Strong business acumen including the ability to prepare professional business communication such as reports, presentations, projects, planning and policy documents
- Current "C" Class Driver's Licence

Desirable Requirements / Experience

- Membership and/or leadership role in a professional industry organisation

Corporate Requirements

- Commitment to the agreed Sunshine Coast Council values and behaviours
- Compliance and adherence to Code of Conduct
- Participation in Performance Review and Planning
- Availability to work across council work locations
- Commitment to the Work Safe : Live Well 7 Safety Essentials

Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪ Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪ Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.

Recruitment process

1102 – Team Leader Library Programs & Business

Vacancy number	466
Contact person	Esther Buys
Contact details	0439 091 644

What to include in your application

Your written application should include:

- a covering letter detailing your suitability for the role in Council including your ability to fulfil the key responsibilities and requirements of the position, including details of any specific or mandatory qualifications – 2-3 pages maximum; and
- a current resume or curriculum vitae.

Submitting your application

- **External candidates:** submit online at <https://careers.sunshinecoast.qld.gov.au/>
- **Internal employees:** Online via PeopleHUB > Careers.
- Both PDF and Word documents are accepted file formats, with a preference for PDF.

Additional information

- Additional information for applicants is available at www.sunshinecoast.qld.gov.au
- A range of assessment methods may be used to assist selection, including psychometric testing and competency based testing on occasions.

Sunshine Coast Council is an equal opportunity employer that values cultural and physical diversity.

Through our [Reconciliation Action Plan](#), Sunshine Coast Council also supports social and economic opportunities for Traditional Owners, the Kabi Kabi and Jinibara people and the broader First Nations community and as such strongly encourages local, First Nations people to apply.