

Position Profile

4709 – Team Leader Library Operations, Collections and Digital Services – 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 2021-2025 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 Operations, Collections and Digital Services		
Position number	4709		
Reports to	Coordinator Library Services		
Position type	Establishment		
Position classification	Award Based – QLD LG Industry (Stream A) Award – 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	Library operations across the Library Service, Project Officer.		
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	13 July 2021		

Key Responsibilities

- Ensure that the operational emphasis for Sunshine Coast Libraries is in best practice and continuous improvement to achieve a customer-driven approach to providing quality services.
- To provide leadership and project management for key library projects and activities including:
 - the development of internal and external partnerships, networks and communications which enhance service delivery.
 - achieving strategic goals identified in the Sunshine Coast Libraries Plan 2014-2024 and the Sunshine Coast Libraries Network Plan 2019-2041.
 - researching, analysing and preparing documentation (e.g. position papers, briefing notes, project reports, presentations and benchmarking activities).
- Provide leadership to the teams within Library Operations including, Digital Services, Collections Services and to the Project Officer.
- Manage, lead and mentor staff from various teams in providing excellence in library services, projects, outstanding customer service and continuous improvement.
- Lead the ongoing evaluation, review and redesign of planning, coordination and management of library services, building and functions to ensure their efficiency and alignment to community needs and operational priorities.

- Oversee the management of the libraries' budget and provide support to staff with operational budget responsibilities.
- Liaise with property management in regard to the ongoing maintenance of library assets and maintenance budgets.
- Maintain a strong focus on the delivery of creative and innovative solutions to service delivery issues, addressing barriers to ensure that library services are accessible to all communities.
- Provide leadership to staff across libraries by the provision of advice on industry issues and trends, and the development of internal and external partnerships which enhance service delivery.
- Work towards a culture of innovation and learning, ensuring a continuous program of development and training is implemented and made available to all library staff.
- 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

- Tertiary qualifications in Library and Information Science, Management, Community Development or other related discipline.
- A minimum of five years' experience at a senior level in a Library environment, customer service environment or similar 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 communications, such as reports, presentations, projects, planning and policy documents.
- Current "C" Class Driver's Licence

Desirable Requirements / Experience

- Meet the requirements of Associate membership of the Australian Library and Information Association, or equivalent organisations

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

4709 – Team Leader Library Operations

Vacancy number	1410
Contact person	Jane Stronach
Contact details	07 5475 8928

What to include in your application

Your written application should include:

- A 1-2 page cover letter demonstrating your ability to fulfil the mandatory and desirable requirements. Keep the key responsibilities in mind when addressing this criteria; 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. [Click here](#) for further guidance.
- Both PDF and Word documents are accepted file formats, with a preference for PDF.

Additional information

- Additional information for applicants is available on the [careers webpage](#).
- 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.