



Collaboration



Communication



Integrity



Efficiency



Leadership

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| Position Title | Library Branch Services Librarian | | | | |
| Department | Community, Cultural and Economic Development | Branch | Libraries and Customer Services | | |
| Section | Library Branch Services | Instrument | Officers Certified Agreement | Level | 5 |

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| Our Purpose | Together we proudly enhance the quality of life for our community. | | | | |
| Our Values | Collaboration | We work together towards a common purpose and understand every employee plays a role in our success. | | | |
| | Communication | We communicate openly and ensure diverse voices are being heard and valued. | | | |
| | Integrity | We have a professional and respectful workplace and are motivated by public rather than private interests. We inspire others to act ethically. | | | |
| | Efficiency | We provide enhanced service to the people of Ipswich and we aim to get it right, first time. | | | |
| | Leadership | We engage the heads, hearts and hands of our people to achieve our purpose. Recognition is part of our every day. | | | |

ABOUT IPSWICH CITY COUNCIL

Neighbouring Brisbane, Queensland's capital, Ipswich is the state's fastest growing area and oldest provincial city. It is a dynamic blend of rich heritage, proud communities, diverse landscapes, and lively energy all contributing to a region full of liveability and opportunity.

Ipswich City Council employs more than 1,500 people and promotes a workplace culture built on our communication, collaboration, integrity, efficiency, and leadership values. Council teams operate across various industries delivering a wide range of services to the community.

PURPOSE OF THE POSITION

Provide a high level of effective and efficient leadership, supervision and development of Library teams consistent with the Library Service strategic direction and Council's policies and procedures.

Provide operational support to the Library Branch Services Coordinators.

REPORTING LINE

This position reports to the Library Branch Services Coordinator and has direct reports.

ACCOUNTABILITIES

1. Lead, supervise and develop empowered, solutions driven, collaborative individuals and teams to deliver efficient and effective customer focused services for diverse audiences.
2. Deliver, and develop the capability of Branch Services team in provision of, information services including local and family history, readers' advisory, early and family literacy, reference services and digital literacy.
3. Work collaboratively to facilitate the development and delivery of training and professional development across Branch Services.
4. Foster, enable and maintain positive relationships with internal and external stakeholders to increase efficiency and enhance whole of service provision.
5. Support and utilise approved channels to enable effective, relevant, timely and accurate communication across and within teams.
6. Consult and contribute to development of policies, procedures, processes and reporting to ensure whole-of-service continuous improvement.
7. Maintain industry awareness and actively engage in professional development and grant opportunities.

QUALIFICATIONS

Mandatory:

- Relevant tertiary qualifications with relevant proven experience; or substantial experience in the delivery of library/customer services.
- Current Queensland "C" class driver's licence.

SELECTION CRITERIA

1. Demonstrated experience in leading a team in the operation and delivery of library and information services.
2. Proven experience in a leadership role fostering and developing an empowered, solutions driven, collaborative team with a continuous improvement focus.
3. High level of interpersonal and communication skills suitable to a service environment, including proven ability to interact positively and effectively with a diversity of customers and stakeholders.
4. Effective conflict resolution skills with a particular emphasis on de-escalation and negotiation techniques.
5. High level of skill in developing and delivering information services with proven ability to adapt to a range of existing and/or emerging technology platforms or delivery modes.
6. High level of skill in the provision of contemporary customer and information services using professional knowledge collections and technologies relevant to libraries.

GENERAL

This position description reflects a summary of the key accountabilities of the position, it is not an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties that are reasonably within the scope of the officer's skills, competence and training.

As Ipswich Libraries is a multi-site service staff will be required to work at different locations

The incumbent may be required to undertake a range of manual handling tasks which may include shelving items, standing for long periods, moving trolleys, setting up for activities, loading and unloading vehicles, moving filled crates and boxes and driving Council vehicles.

Hours of Ipswich Libraries are spread over seven days per week and the incumbent of the position may be required to work outside the normal span of working hours.

CORPORATE EXPECTATIONS

- Employees are expected to be familiar with and comply with the Code of Conduct and Council policies and procedures.
- Employees are expected to be familiar with and comply with the *Human Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council’s Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Plan work activities identifying hazards and controls in consultation with workers
 - Conduct and record site inspections and risk assessments (including hazard identification, risk analysis, control measures and treatments)
 - Investigate all accidents and near misses using the appropriate tools and recording systems
 - Allocate appropriately skilled workers, resources and equipment to ensure activities can be carried out safely
 - Participate in the resolution of WHS issues in work areas, projects and sites
 - Cease and reassess work if a hazard control measure fails or is ineffective
 - Assist in workforce planning and training
 - Ensure workers attend scheduled safety training
 - Communicate hazards and controls as identified in the planning process
 - Report on issues/incidents/hazards and near misses related to work activities
 - Conduct regular safety conversations/Interactions
 - Ensure accountability of workers.
- Employees are expected to be familiar with and follow the spirit and content of Council’s Diversity and Inclusion Strategy where people feel valued and respected and ideas and perspectives are sought out.
- Employees may be required to contribute to Council's disaster response and recovery capabilities, where aligned to their function and role.