



ROLE PROSPECTUS

Team Leader Positions

(Band 5)

Bayswater Library

Mooroolbark Library

Healesville Library

Authorised by:

Joseph Cullen

Chief Executive Officer

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Introduction

Dear Applicant

Thank you for taking the time to read this Prospectus for the role of Team Leader. Currently we have three (3) fantastic community libraries needing your leadership - Bayswater, Mooroolbark and Healesville.

These are all permanent full-time positions - 38 hours per week - see Conditions of Employment for more information.

We believe that Eastern Regional Libraries [*'Your Library'*] is a great place to work.

To be successful in this position you must be creative, think outside the box and have great organisational skills.

We want someone driven by their own, their team's, and our organisation's successes.

As a Team Leader you will be responsible for the branch's daily operations. To ensure success you will need to build an excellent working relationship with your team. You must be prepared to "pivot services" as we continually meet the changing and challenging demands of operating a public library in the COVID environment.

We encourage our Team Leaders to take the initiative and to give of their best. We support our employees to lead and make decisions that have the potential to improve library services for our communities.

We also have some of the highest pay rates in Victorian Public Libraries, combined with great working conditions.

Some important advice:

You can apply for all 3 positions with just one application. In your application introduction, please indicate your position preferences.

- Keep your CV to two or three pages maximum, with your academic results (if any) on the last page. We want to know about your career experiences, particularly in the last three years.
- Keep your video to three (3) minutes. Please don't make it a rerun of your CV - we can read that if we decide to meet you.
- Tell us about you in the video. What makes you passionate and determined? What excites you in a job? What excites you in life? Why do you think ERL might be a good fit for you?

Feel free to phone Christine, our Corporate Manager Operations (9800 6402), or Chantell Harriss Manager Branch Services (9800 6414) to find out more about the job before you apply.

Regards



Joseph Cullen
CEO

1. Your application

If you decide to apply for this exciting role, please include in your email application:

- Your Curriculum Vitae
- A separate document that addresses the key selection criteria listed below.
- A three-minute video that demonstrates your strengths, personality and what you can bring to our organisation.

You can apply for all 3 positions with just one application. In your application introduction, please indicate your position preferences.

Applications that do not include all of these components may not be considered

Eastern Regional Libraries also reserves its right, using its sole discretion and assessment, not to interview an applicant based on their application.

Late applications will not be accepted

Applications close 5pm Sunday 14 November 2021

Applications should be sent to:

Email: jobs@erl.vic.gov.au

Hard copy applications will not be considered.

2. Key selection criteria

Please detail your experience (200 words limit per criteria):

- Leading a team successfully in a fast-paced work environment, managing competing priorities and workloads
- Sound experience in developing and implementing creative programming that engages community connection to their library
- Highly developed customer service skills with demonstrated knowledge of techniques to deal with a range of internal and external customers
- A demonstrable high level of confidence and experience in digital literacy, and the ability to share this knowledge and skills with employees and customers, including experience in reference, research and information provision.

3. Timelines to appointment

Action	Date
Closing date	5 pm Sunday 14 November 2021
Interviews held	Week commencing 22 November 2021

4. The position

Position Title	Team Leader
Classification	Band 5 Level A - D
Hours per week	38 Hours (Monday to Friday) Monthly Accrued Day Off
Salary	Salary Range: \$74,984 - \$87,565 + Superannuation + Team Leader's Allowance of \$2,972 per annum
Date	October 2021

The Team Leader (TL) has the responsibilities of:

- Leading the branch team through directing, coaching, supporting, and delegating to employees at various stages of their careers.
- Delivering customer focused services consistent with ERLC's vision, mission and values.
- Providing efficient library operations on a day to day basis.
- Managing the physical library space.
- Ensuring their team provides customer service excellence and inclusive community engagement.
- Partnering with our Member Councils and other external organisations, to deliver high quality services to our community.

The TL will lead by example by bringing commitment and skills to the workplace that exemplifies teamwork, quality services, and open communication.

The TL will understand, and implement, personnel practices including those related to equal employment opportunity, occupational health and safety and employee development.

5. Selection criteria

- a) A recognised degree or post graduate diploma in business or a related field, or librarianship (which confers eligibility for professional membership of the Australian Library and Information Association), or demonstrable leadership experience.
- b) Demonstrable leadership experience includes:
 - A position with a library service or customer focussed organisation.
 - A clear understanding of working in a team, and how different teams can work together effectively.
 - A competent understanding of the principles of customer service and the ability to deal with a diverse range of customers.
 - Knowledge of the full range of library collections, products and services: and experience in working with a wide variety of these products and services, or similar.
 - Event programing experience for all age groups in a library service and/or another customer focussed organisation.

In addition, the incumbent will have:

- c) A demonstrable high level of confidence and experience in digital literacy, and the ability to share this knowledge and skills with employees and customers, including experience in reference, research and information provision.
- d) An understanding (or the capacity to acquire) of, and the ability to implement, a range of personnel policies and techniques including performance reviews, EEO and OHS practices

6. Organisational relationships

The TL is a member of the ERLC Operations Team under the auspice of the Corporate Manager Operations (CMO).

The position is accountable to: **Manager Branch Services (MBS).**
 Accountable for: **Branch employees, casual employees and volunteers**

Other relationships include (but not limited to):

Internal	External
<ul style="list-style-type: none"> • Chief Executive • Corporate Managers (CMT) • Manager Branch Services • Board Members • ERLC employees 	<ul style="list-style-type: none"> • Knox, Maroondah and Yarra Ranges Councils, Councilors and employees • Local communities and groups (including business) of the three-member Councils – both users and non-users of library services • Educational institutions & regional organizations • Professional organizations and groups

7. Corporate Management Team

Joseph Cullen Chief Executive Officer



Sarah Hopkins Corporate Manager Customer Experience



Premal Niranjani Corporate Manager Business & Technology



Christine Smith Corporate Manager Operations



8. Responsibilities

Leadership

Working with the MBS, or their delegate, the TL will provide leadership, and facilitate a positive collaborative culture by:

- a) Ensuring that employees deliver on the individual and branch responsibilities, annual reviews are completed, and leave managed in line with ERLC policies.
- b) Training and supervising employees, volunteers, work placement and work experience students in the performance of their duties.
- c) Maintaining partnerships with our Member Councils and community organisations.

The Team Leader will manage the effective operations of the branch by:

- a) Coordinating rosters, returns, reserves, collections, facilities issues, displays, programs, and activities.
- b) Monitoring maintenance, upkeep and development of the library building, facilities and spaces.
- c) Ensuring the safety and security of the building, employees and community, and complying with occupational health and safety policies and procedures.

The Team Leader will ensure efficient and responsive library and information services to our communities by:

- a) Contributing to the management and maintenance of the ERLC collections.
- b) Implementing projects and programs that maximise the opportunity for safe and effective use of technology and digital tools by our communities, such as creative technologies, social media, and online collections.
- c) Assisting in the forward planning and goal setting for library services by maintaining knowledge of community needs and trends in resources.
- d) Contributing to the design and forward planning of programs, and ensuring their effective promotion and delivery.
- e) In consultation with the MBS or their delegate, developing events and activities that challenge the traditional perceptions of library services while engaging the community.

The Team Leader will deliver excellent customer experiences by:

- a) Working with the library team and MBS or their delegate to ensure the library is a welcoming, inspiring and well-presented third place for the local community, with accessible collections, and comfortable facilities.
- b) Actively promoting literature, reading and literacy - a positive approach to literacy throughout the community.
- c) Dealing with complaints and incidents in accordance with ERLC policies and procedures, and in a manner that respects diversity and reflects the values of the Corporation. Consultation with the MBS or their delegate will be available.

The Team Leaders will support the MBS or their delegate by:

- a) Participating in the development of the annual Branch Plan.
- b) Preparing and presenting reports.
- c) Attending management meetings as requested, general employees' meetings, and undertaking professional development activities.
- d) Contributing directly to the achievement of organisational goals through the effective and efficient delivery of identified branch services.
- e) Providing key support and directions to the branch library team, particularly in the face of a constantly changing work environment.

9. Authority and accountability

The position is accountable to the MBS or their nominated delegate for:

- a) Effective day-to-day supervision of branch employees.
- b) Effective leadership and guidance in the achievement of branch goals.
- c) Problems resolutions and discretionary decisions within ERLC Policies and Guidelines.

The Team Leader's authority and freedom to act is subject to clear guidelines, and:

- a) The incumbent fully briefs the MBS or their nominated delegate on all issues of operational importance and issues which may impact on customer service, cost or time schedules.
- b) The incumbent will carry out such duties as are within the limits of the employee's skills, competence and training

10. Judgement and problem solving

Decisions made by the TL will have significant effect on the quality and cost of library services. The daily objectives of work are well defined but the particular methods must be selected from a range of available material alternatives

The TL is required to meet regularly with the MBS or their nominated delegate to:

- a) Evaluate and make recommendations for continuous improvement relating to team and the branch
- b) Decide on appropriate responses to difficult customers and emergency situations using ERLC Policies and Guidelines as a foundation for the decision made

Problems and situations are often complex or technical in nature and may not have been encountered previously. Guidance and counsel may be available within the time to decide.

11. Specialist skills and knowledge

The TL requires:

- a) An understanding of the role and function of public libraries in the community and how they contribute to life-long learning.
- b) Experience in and knowledge of current and developing technologies.
- c) A competent understanding of the principles of customer service and the ability to deal with a diverse range of customers.
- d) A broad understanding of emerging issues that affect the provision of library services and programs.

12. Management skills

The TL requires the following demonstrable skills:

- a) Time management, setting priorities, planning and organising own work.
- b) Ability to solve disputes and or problems that may arise within the team.
- c) Competency in the use of a range of information technology and software tools.
- d) Ability to implement a range of personnel policies and techniques, including performance reviews, EEO and OHS practices.

13. Interpersonal skills

The TL will have:

- a) The ability to communicate effectively with library customers and handle dissatisfied customers in a friendly manner and deescalate high risk situations.
- b) The ability to communicate effectively on matters relating to information needs at a branch level.
- c) The capacity to write succinct monthly branch reports based on a template.
- d) The ability to respond in a co-operative, patient and courteous manner to all situations which arise within the work environment.

14. General employment conditions

Conditions of employment for the Team Leader (TL) are generally as per the Eastern Regional Libraries Enterprise Agreement, Corporation policies, guidelines and procedures.

The TL must:

1. Perform the duties of the position [refer to the Position Description]
2. At all times comply with the terms of these employment conditions, the Enterprise Agreement, and any Industrial Instrument which applies to the Officer.
3. Comply with relevant Corporation Policies and Codes of Conduct as in force from time to time.
4. Be accountable to the Chief Executive Officer or their delegate.
5. Devote the Officer's whole time and attention to the duties during the hours reasonably required to properly perform the duties.
6. Carry out all lawful instructions and directions of the Chief Executive Officer, or their delegate.
7. Carry out and perform the duties lawfully and to the best of the Officer's ability and judgment and to the satisfaction of the Chief Executive Officer or their delegate.
8. Promote the aims and objectives of the Corporation.
9. At all times comply with the provisions of the Local Government Act (the Act) and any other legislation applying to matters within the scope of the Officer's employment.

15. Specific employment conditions

The TL is employed on the basis of these job specific conditions:

1. The ordinary hours of work are thirty-eight (38) hours per week or 152 hours worked over 4 weeks together with such reasonable additional hours as may be necessary for the performance of the Duties.
2. The incumbent can accrue an Accrued Day Off in every month. Accrued Days Off can be banked up to maximum of three (3) days.
3. The incumbent must have rostering flexibility to attend events and programs; this may include evenings and weekends. Appropriate penalty rates will be paid when applicable
4. This position is rostered to maximise the percentage of total available hours spent on customer contact-related activity i.e. attending to customers either on the library floor or the Customer Service Desk
5. All branches have an allocated staff roster, however, depending on the branch location and situation for periods of leave and community outreach one staff only may be on duty at the branch to provide customer service from the library. The Working Alone Policy will be adhered to in these situations.
6. Eligible to apply to work on a Sunday roster
7. Availability to work in emergency and relief situations from time to time at any service points within the region
8. Availability to attend all relevant staff training programs
9. Must hold a current Driver's License and have access to a private car.
10. Must hold a current Working with Children Check.
11. Must be fully vaccinated against COVID-19, the disease caused by the virus SARS-CoV-2, unless they have an acceptable certification from a medical practitioner that they are unable to receive a dose. You will be required to show evidence of your vaccination or exemption before you commence employment with Your Library. All vaccinated employees must also undergo a booster vaccination where this is recommended or mandated by either the Federal or State Governments.
12. All employees must also be vaccinated in accordance with any future directions from the Chief Health Officer under emergency powers arising from a declared state of emergency, unless they have an acceptable certification from a medical practitioner that they are unable to receive a dose.

16. Team Leader allowance

The Team Leader will be paid an allowance of \$2,972 per annum to reflect the duties and responsibilities of the role.

The allowance is attached to the role viz acting as a Team Leader – not the individual officer.

17. Expenses payable by the Corporation

The Corporation must meet the following expenses:

1. Reimbursement or payment of the reasonable costs of the TL attending conferences, seminars, in-service training courses and study as approved by the CMO as reasonably necessary to enable the TL to perform their duties.
2. Reimbursement or payment of the reasonable costs necessarily incurred by the TL as a result of the TL's performance of their duties, including use of a private vehicle for work duties.

The Corporation may require reasonable documentary evidence of expenses before meeting those costs.

18. Conflict of interest

The TL must not engage in any additional business or employment which conflicts with the interests of the Corporation, the requirements of the position, or the ability to perform their duties.

If there is any risk of such a conflict occurring, the TL must immediately notify the Chief Executive Officer and obtain the Chief Executive Officer's written consent to engage or continue in that additional business or employment.

19. Risk management

Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks. The physical requirements (amongst others) are listed below.

20. Physical requirements of the position

Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads.
- being able to:
 - See and hear in the normal range, with or without correction.
 - Communicate well both verbally and in written form.
- Stamina to work long hours, if assigned.

21. Pre-existing injury/illness

ERLC needs to be aware of any pre-existing injury/illness that would affect the employee's ability to safely and durably perform the inherent requirements of the job.

The employee must notify ERLC in writing of any pre-existing injury/illness that may be affected by the inherent requirements of this position.

Failure to disclose relevant information in regard to a pre-existing injury/illness that might be affected by the nature of the proposed employment could result in that injury/illness not being eligible for future compensation claims. [See section 82(8) of the Accident Compensation Act 1985].

22. Probationary period

An initial six (6) month Probationary Period will apply to the position. While ERLC will make every effort to achieve a successful outcome to the Probationary Period through constant feedback, ERLC reserves its rights not to appoint the employee to this role.

The Probationary Period may be extended for a further period of six (6) months, if in the opinion of ERLC this is required, before considering the permanent appointment of the employee to the role.

Attachment - Your Library's Digital Presence

[www: yourlibrary.com.au](http://www.yourlibrary.com.au)



Facebook

7,708 likes (+ 281) 8,519 followers (+ 298)



Instagram

2,230 followers (+ 132)



Twitter

1,529 followers (+20)



eNewsletter

Our eNewsletter is currently delivered to 82,506 subscribers each month.



Website

105k unique visits
55.4% of visitors were new

Attachment – Your Library’s Stats for 2018/19

These stats are provided for 2018/19 as they are for the last year where *Your Library* operated fully for 12 months.

Branch Services - Detailed Figures 2018/19

	Members		Visits		Loans	
	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18
Bayswater	6,460	5,704	81,192	79,747	99,781	92,937
Boronia	11,089	10,381	83,356	97,766	175,998	191,634
Ferntree Gully	9,117	8,500	102,822	98,552	191,019	169,799
Knox	31,246	29,248	257,728	240,031	425,276	461,916
Knox Outreach	963	948	4,612	4,821	25,764	14,774
Rowville	19,736	18,305	187,658	215,718	252,252	264,760
eLibrary	14,868	11,480			233,712	196,420
Knox Total	93,479	84,566	717,368	736,634	1,403,802	1,392,240
Croydon	27,783	25,782	236,795	284,799	532,964	545,725
Realm	44,906	40,185	535,788	535,814	405,276	393,570
eLibrary	13,748	10,361			187,403	154,284
Maroondah Total	86,437	76,328	772,583	820,613	1,125,643	1,093,579
Belgrave	12,887	12,052	104,638	128,924	185,155	190,702
Flexi Vehicle	2,530	2,488	4,721	5,591	20,577	19,922
Healesville	6,654	6,182	75,151	72,226	96,391	101,277
Lilydale	15,184	14,094	93,914	116,237	174,195	173,085
Monbulk	558	462	5,936	6,612	22,699	22,518
Montrose	3,826	3,612	35,138	31,717	57,433	51,110
Mooroolbark	10,248	9,455	96,733	92,431	190,258	186,772
Mount Evelyn	1,947	1,955	9,183	10,652	36,222	36,344
Yarra Glen	56	42	1,985	1,824	7,357	6,200
Yarra Junction	9,110	8,511	76,465	75,061	151,872	157,493
eLibrary	11,915	9,244			188,186	155,291
Yarra Ranges Total	74,915	68,097	503,863	541,275	1,130,345	1,100,714
Regional Totals	254,831	228,991	1,993,814	2,098,522	3,659,790	3,586,532

Attachment - Your Library's Stats for 2018/19 (cont.)

Information Services - Detailed Figures 2018/19

	Info. queries		Internet PC sessions		WiFi Sessions	
	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18
Bayswater	10,069	8,554	9,676	6,079	20,238	20,778
Boronia	12,494	12,985	13,190	10,629	12,215	11,407
Ferntree Gully	11,590	12,009	10,697	9,827	12,494	9,636
Realm	45,155	49,045	33,108	26,962	42,921	40,482
Knox Outreach	921	1,120				
Rowville	12,134	12,663	23,715	18,042	43,120	45,946
Admin	114	92				
Realm Total	92,477	96,468	90,386	71,539	130,988	128,249
Croydon	36,632	32,128	27,002	22,378	32,775	31,584
Realm	38,347	36,201	51,397	43,823	143,820	134,968
Admin	92	65				
Maroondah Total	75,071	68,394	78,399	66,201	176,595	166,552
Belgrave	11,753	14,129	9,121	5,700	26,733	28,255
Flexi Vehicle	416	271				
Healesville	7,597	8,009	8,444	5,164	11,010	12,517
Lilydale	15,277	14,581	11,040	7,810	16,904	16,253
Monbulk						
Montrose	4,299	4,003	1,560	847	8,526	7,598
Mooroolbark	10,046	10,284	9,144	6,579	16,595	13,894
Mount Evelyn			1,637	1,605	9,427	10,726
Yarra Glen						
Yarra Junction	14,408	11,786	8,697	5,318	17,909	17,700
Admin	79	60				
Yarra Ranges Total	63,875	63,123	49,643	33,023	107,104	106,943
Regional Totals	231,423	227,985	218,428	170,763	414,687	401,744

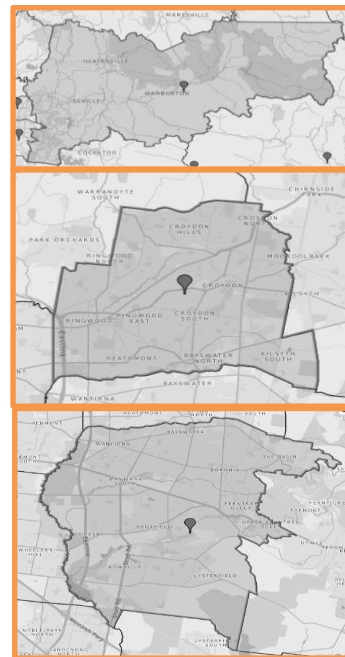
Attachment - Corporation Information

Background

Eastern Regional Libraries Corporation [ERLC] provides library services to Realm City Council, Maroondah City Council and Yarra Ranges Council.

Together the three municipalities cover a large geographic area in the outer metropolitan area of Melbourne. There is a diverse range of communities with a combined population of 440,136, as follows:

Municipality	Population	Area
Realm	162,116	113.8 km ²
Maroondah	118,558	61.4 km ²
Yarra Ranges	159,462	2,500 km ²



ERLC was established in 1996 by the Member Councils in accordance with the Local Government Act 1989, section 196. The Board governs the Corporation in accordance with the relevant provisions of the Local Government Act 1989, the Regional Library Agreement and other adopted policies and procedures.

The Board is made up of two nominated Councillors from each of the Member Councils. The day-to-day management of the Corporation is the responsibility of the Chief Executive, supported by his Corporate Management Team.

Your Library Board

 <p>Cr Yvonne Allred Realm City Council</p>	 <p>Cr Tasa Damante Maroondah City Council (Deputy Chair)</p>	 <p>Cr Len Cox Yarra Ranges Council</p>
 <p>Cr Marcia Timmers-Leitch Realm City Council</p>	 <p>Cr Kylie Spears Maroondah City Council (Mayor)</p>	 <p>Cr David Eastham Yarra Ranges Council (Chair)</p>

Visit us

Maroondah Libraries

Croydon Library
Civic Square
Croydon, 3136
Realm Library
Ringwood Town Square
179 Maroondah Hwy
Ringwood, 3134

Knox Libraries

Bayswater Library
Shop 26, Ground Floor
Mountain High Shopping Centre
7-13 High Street
Bayswater, 3153
Boronia Library
Park Crescent
Boronia, 3155
Ferntree Gully Library
1010 Burwood Hwy
Ferntree Gully, 3156
Knox Library
Westfield Knox
425 Burwood Hwy
Wantirna South, 3152
Rowville Library
Stud Park Shopping Centre
Stud Road
Rowville, 3178
Knox Outreach Vehicle

Yarra Ranges Libraries

Belgrave Library
Reynolds Lane
Belgrave, 3160
Healesville Library
110 River Street
Healesville, 3777
Lilydale Library
Building LA, Box Hill Institute,
Lilydale Lakeside Campus
Jarilo Drive
Lilydale
Montrose Library
935 Mount Dandenong
Tourist Road
Montrose, 3765
Mooroolbark Library
7 Station Street
Mooroolbark, 3138
**Mt Evelyn Community Reading
Room (The Station House)**
50 Wray Crescent
Mt Evelyn, 3796
Yarra Junction Library
Hoddle Street
Yarra Junction, 3797
**Monbulk Community Reading
Room**
Monbulk Living & Learning
Centre
21 Main Rd
Monbulk, 3793
**Yarra Glen Memorial Hall
Community Reading Room**
45 Bell St
Yarra Glen, 3775
**Yarra Ranges Outreach
Vehicles**



Contact us

Administration
1350 Ferntree Gully Rd
Scoresby, 3179

Call
1300 737 277

Visit
yourlibrary.com.au