

# Job Description Form



The State Library connects Western Australians with information and ideas.

Our Organisation Values:

- We value Western Australia's unique and diverse stories
- We believe knowledge has the power to transform lives and information should be freely available to everyone
- We keep the community at the heart of our decisions about collections, programs and services
- We collaborate to benefit the community
- We recognise that Western Australia is a large state with diverse needs

## POSITION DETAILS

<b>Position Title</b> Team Leader	<b>Position Number:</b> 12194	<b>Classification Level:</b> Specified Calling, L2
<b>Directorate:</b> Library Services / Client Services	<b>Award/Agreement:</b> PSA 1992/PSGO CSA GA	<b>Location:</b> Perth Cultural Centre
<b>Reports To:</b> 13050 - Manager Client Services, Level 7		
<b>Direct Reports:</b> 13 x Library Officers 2 x Library Technicians 1 x Coordinator		1 x Library Officer (Training) 1x Senior Library Officer

## ROLE OF DIRECTORATE

The Library Services Directorate delivers services to the community which inspire creativity and curiosity and play a vital role in literacy and learning at every stage of life. The Directorate supports State Library clients, whether online or visiting the building with specialist library and research services and educational programs based on State Library collections. The Better Beginnings Family Literacy program is widely recognised for its universal approach to developing and supporting family literacy. Western Australian public libraries are also supported with advice, training and professional development opportunities.

## PURPOSE OF THIS POSITION

The management of the Client Services team, which includes the provision of all front line services from the State Library of Western Australia and document delivery services which are the responsibility of the Manager: Client Services.

The Team Leader Client Services position has primary responsibility for the operational management of the Client Services team and coordination of the delivery of key projects relating to the delivery of information services to clients of the State Library.

## KEY RESPONSIBILITIES OF THIS POSITION

### Role Specific Responsibilities:

#### 1. Information and Knowledge Management:

- Monitors enquiries and information services, provides regular reports and collects and interprets business intelligence to support strategic planning of Client Services activities.

#### 2. Technical Services:

- Leads the planning, coordination and implementation of special projects
- Represents the Library to other government organisations, relevant stakeholders, business and other professional and interest groups at a state and national level as required.

#### 3. Section Operations:

- Leads and manages a team in the provision of front line enquiry services for the State Library
- Manages day-to-day operations for the “front-of-house” and evaluates change options and innovations in front line service delivery methods including technological options.
- Creates a positive team environment and ensures best practice in team workflows
- Ensures team and State Library objectives and outcomes are met.

#### 4. Service Delivery and Client Support:

- Identifies, manages and implements initiatives that enable the State Library to provide a quality service to partners and clients.
- Ensures customer focused service is provided and evaluates and reports on trends in frontline service delivery with a view to achieving best practice.

5. Performs other duties as required.

### Corporate Responsibilities:

1. Demonstrates the Library's values
2. Adheres to the WA Public Sector Code of Ethics and Department's Code of Conduct
3. Acts safely and in accordance with the Department's Occupational Health and Safety Policy and Procedures.

## WORK RELATED REQUIREMENTS

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***Applicants should be able to demonstrate their capability to meet the criteria below, which should be read in conjunction with the specific responsibilities of the position:***

**Essential:**

**1. Qualifications:**

- Bachelor of Arts (Librarian and Corporate Information Management) or approved equivalent.

**2. Skills and Abilities:**

- Ability to successfully manage a large team of people in a service delivery environment, obtain commitment and achieve results through consultative management practices, and experience in implementing a change program in the workplace.
- Ability to identify client needs and expectations and provide a flexible and responsive service.
- High-level interpersonal and communication skills including the ability to liaise, negotiate and consult with a wide range of individuals with differing requirements.

**3. Knowledge and Experience:**

- Strong commitment to mentoring and encouraging colleagues in the provision of flexible and responsive client services.
- High level of conceptual, analytical and problem solving skills including statistical collection and analysis, and project management skills.
- Knowledge of, and experience in, anticipating and planning for changing client requirements and contemporary customer service practices.

**Desirable:**

1. Eligibility for professional associate membership of Australian Library and Information Association or equivalent.
2. Experience in delivery of library or information/reference services with an understanding of associated technology.

## APPOINTMENT PRE-REQUISITES

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### Appointment to this position is conditional on:

1. Completion of 100 point identification check.
2. Evidence of the right to work in Australia.
3. Successful pre-employment Integrity Check.
4. Successful Criminal Record Screening Clearance.
5. Evidence of essential qualification/s, professional membership/s, licences verified prior to appointment. (All overseas qualifications must have been assessed for Australian equivalence).

## SPECIAL CONDITIONS

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1. Occasional out of hours and / or weekend work.
2. May be required to travel intrastate and / or interstate.

## CERTIFICATION

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The details contained in this document are an accurate statement of the responsibilities and requirements of this position.

..... Date (DD/MM/YYYY)

Manager Signature

..... Date (DD/MM/YYYY)

Employee Signature

### **Effective Date:**

07/08/2019

(JDF registered date)