Whitehorse Manningham Libraries
open for discovery

Proudly owned by
WHITEHORSE CITY COUNCIL
MANNINGHAM

POSITION DESCRIPTION

Position Title	Team Leader
Position Number	BR3
Department	Branch Services
Classification	Band 5
Date Approved	November 2026
Probationary Period	6 months
Mandatory Checks	Working with Children Check and National Police Check

OUR ORGANISATION

Whitehorse Manningham Regional Library Corporation delivers high quality library services to the communities of Whitehorse and Manningham. The Corporation operates branch libraries at Blackburn, Box Hill, Bulleen, Doncaster, Nunawading, The Pines, Vermont South and Warrandyte. Online services are provided through www.wml.vic.gov.au.

OUR VALUES

Respect
Treating everyone with respect, dignity and courtesy.

Collaboration
Working together to achieve better outcomes.

Integrity
Being open, honest and accountable.

Curiosity
Being open to learning and exploring ways to improve.

Agility
Being flexible and adaptable to change.

POSITION OBJECTIVES

Strategic:

- Contribute to the development and achievement of Branch Service Delivery goals.
- Contribute to the development and achievement of Corporate and Team goals.

Operational:

- Deliver branch library services that meet client expectations, and in conjunction with the Branch Manager, ensure that the Branch operates with a focus on cost-effective, high quality customer service delivery and commitment to continuous improvement principles.

KEY RESPONSIBILITY AREAS

Branch Services

- Contribute to the development of a culture of quality, best practice and customer focus.
- Deliver a range of quality branch library services, encompassing:
    - Branch Human Resources and training
    - Branch Administration, including building maintenance
    - Branch Operational Management
    - Public Relations
    - Programs
- Manage the provision of the above services on a day-to-day basis.
- Contribute to the review of systems and processes within the Branch to provide flexible and responsive service delivery that meets client expectations.
- Assist in the development of a forward plan for the Branch.
- Participate in the provision of professional and customer oriented library and information services and public floor duties as required.
- In conjunction with appropriate staff, contribute to the evaluation and development of Branch library collections and services.
- Assist in the promotion of branch library services, and provide formal and informal user education.
- Develop sound working relationships with external parties including Council departments and other community groups and organisations.
- Deliver programs in person and in an online format.

Organisational

- As a member of the Branch Management Team, contribute to the development of library policy and provide advice to the Manager Branch Services, Branch Manager and senior managers of the organisation, with particular reference to branch operational management issues.

Occupational Health and Safety

- Provide a safe working environment in accordance with Occupational Health and Safety legislation and WMRLC policies and procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Branch Manager
Supervises:	Branch Staff
Internal Contacts:	Managers and staff at all levels
External Contacts:	Member Councils including maintenance departments, Government departments and agencies, educational institutions, other libraries and municipalities, service providers, suppliers, local community groups and organisations, library users.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the Branch Manager for:

- Efficient and effective operation of the branch library within pre-determined budgetary, quality and time constraints.
- Effective day-to-day supervision of branch staff.
- Effective leadership and guidance in the achievement of branch goals.

The Team Leader's authority and freedom to act is subject to clear guidelines. The incumbent fully briefs the Branch Manager on all issues of operational importance and issues which may impact on customer service, cost or time schedules.

JUDGEMENT AND DECISION MAKING

Decisions made by the position impact on the nature and quality of branch services, and on local community perceptions of those services.

The objectives of the work are usually well defined but the particular approach to be used may be selected from a range of available alternatives. The work may involve solving problems, using established procedures and guidelines, and prior professional and technical knowledge. Independent judgement may be required but guidance and advice would usually be available within the time required to make a choice.

KEY COMPETENCIES

Specialist Skills and Knowledge

- Experience in the delivery of branch library services to the general public.
- Ability to understand concepts and principles of library services, in particular, an understanding of branch services and of their role and function within the organisation.
- Knowledge and understanding of the local community.
- Awareness of the trends in library and information services and the ability to apply or modify these to satisfy local community requirements.
- Ability to provide effective professional information and reader guidance service.
- Ability to contribute to effective collection development and maintenance.

Management Skills

- Ability to lead, supervise and motivate staff
- Ability to undertake user education.
- Ability to work remotely if required.
- Ability to manage time and establish priorities within allocated resources.
- Knowledge of and commitment to the principles of Equal Employment Opportunity and Occupational Health and Safety.

Interpersonal Skills:

- Sound, friendly, helpful and efficient communication skills.

- Ability to gain the co-operation of others.
- Commitment to the development and empowerment of staff.
- Public relations and public speaking skills.
- Support for the achievement of team objectives before individual goals.
- Strong commitment to the provision of quality customer focused services.

QUALIFICATIONS AND EXPERIENCE

Prerequisites:

- Current Working with Children Check
- Satisfactory National Police check at commencement and at regular intervals throughout employment with the Corporation. An unsatisfactory assessment may result in an offer of employment being withdrawn.

Essential:

- Tertiary qualifications in Librarianship recognised by A.L.I.A.
- Some experience in the delivery of branch library services in a public library.

Desirable

- Valid Victorian driver's licence preferred.

HOURS OF DUTY

Engaged on the basis of a 36 hour week pay scale.

The incumbent will be required to undertake shift work, including evening and weekend work.

REMUNERATION

In the range of Band 5A – 5D

SELECTION CRITERIA

Ability to promote and deliver quality and customer focused branch library services.

- Demonstrated successful people management abilities.
- Demonstrated sound oral, written and influencing skills.
- Demonstrated ability to deliver quality and customer focused information and reader guidance services.
- Understanding of current trends in the provision of public library services.
- Demonstrated ability o undertake user education.
- Demonstrated ability to contribute to the development and management of collections.
- Relevant qualifications and experience.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of public floor desk duties. Substantial manual handling is an inherent physical requirement of working in this role.

Task	Performed Often (5+ times in one shift or sustained for 30 minutes)	Performed Sometimes (Less than 5 times in one shift)	Never / Rarely Performed
Passive			
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs		✓	
Driving a car		✓	
Manual Handling			
Lifting / carrying < 20kg		✓	
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys	✓		
Bending, squatting or reaching	✓		
Repetitive arm / wrist movements	✓		
Bending or twisting spine	✓		
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing	✓		
Sensory			
Fine Hand Coordination		✓	
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
Emotional			
Exposure to challenging conversations and behaviours		✓	
Dealing with grief and loss		✓	
Communicating with elderly patrons	✓		
Communicating with Non-English speaking patrons	✓		
Emotional resilience		✓	
Providing empathy and support	✓		

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

GENERAL EMPLOYMENT CONDITIONS

1. General Conditions

- WMRLC employees are required to observe all Corporation policies, codes of conduct and follow work instructions and relevant regulations.
- Employees are expected to manage Corporation records in accordance with the relevant policies and procedures.
- All positions may be required to work at any service point within the Region.
- Working conditions are governed by the WMRLC Enterprise Agreement.

2. OH&S and Risk Management

All staff are expected to:

- Follow established safe operating practices, procedures and instructions;
- Take reasonable care for their own OHS and that of their colleagues;
- Seek assistance when unsure of practices and procedures to perform a task;
- Report all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor;
- Actively participate and contribute to preventative OHS strategies, audits, team meetings and training.

Staff in a supervisory role must ensure that safe work practices are observed and issue instructions in relation to or cease unsafe work practices in the workplace.

3. Equal Opportunity, Human Rights and Bullying

The Corporation is committed to the principles of Equal Opportunity and Human Rights and believes that all employees should be able to work in an environment free of discrimination and harassment. Staff are encouraged to support each other in creating and maintaining an environment that is free of harassment.

All employees of the Corporation have a responsibility to treat each other fairly and with respect and act in accordance with the Occupational Health and Safety, Equal Opportunity and Bullying in the Workplace policies. As an employer, the Corporation will not defend or support discriminatory actions of staff that are unlawful.

4. Code of Conduct

All staff are required to observe the standards of conduct and behaviour outlined in the Code of Conduct. A breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

5. Privacy

The Corporation is committed to complying with the Victorian Privacy and Data Protection Act 2014. The Corporation recognises the importance of the privacy of personal information collected by the Library Service and is committed to ensuring that personal information is appropriately stored and managed. All employees are required to follow the Corporations Information Privacy Policy at all times.

6. Child Safety Commitment

The Corporation is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries. All employees are expected to adhere to the Corporation's Child Safe Policy, acknowledging their right to be treated with respect and protected from harm.

7. Intent

The intention of the position description is to provide an outline of responsibilities at a point in time. Responsibilities may evolve in accordance with organisational needs.

ACKNOWLEDGEMENT

I _____, have read and understood the position description and agree to perform in the position of Team Leader as per the requirements of the position description.

_____ _____

(Employee signature) Date

_____ _____

(Branch Manager) Date