



proudly port phillip

Position Description

Position Details

Position title:	Library Team Leader - Weekends
Award Classification:	Band 5
Department:	Community Services
Division:	Community Wellbeing and Inclusion
Date Approved:	January 2026
Approved By:	Manager Community Services and Culture

Organisational Relationships:

Reports To:	Library Services and Operations Lead
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- To provide clear and consistent leadership for frontline library staff to support customer service outcomes
- To ensure a high level of customer support is provided to users of CoPP resources and services by supporting teams to achieve daily service goals
- Contribute to service improvement and training which enables staff to provide quality customer service and access to the library's resources and spaces
- To work flexibility across 5 library branches as required to deliver service to our community

Key Responsibilities and Duties

- Effectively direct frontline library team operations to maintain service priorities and ensure that library user concerns and issues are responded to within the scope of their authority

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First



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PD Library Team Leader - Weekends, Jan 2026

- Contribute to staff deployment including ad hoc rostering to ensure service priorities are met
- Actively deliver high quality frontline information, tech help, reader's advisory, and customer service to library users, to connect library users to programs, services and collections
- Assist in identifying staff training needs and participate in the provision of training for team members
- Contribute to the development of service enhancements and initiatives by maintaining an up-to-date awareness of the professional library sector
- Act as Chief Emergency Warden

Accountability and Extent of Authority

- Direct frontline library team operations and promote a flexible approach to working across different locations and project-based teams
- Resolve service user concerns and issues within the scope of their authority
- Facilitate communication between library users and the Port Phillip Library Service leadership team
- Facilitate the promotion of library policies and procedures to both the community and Port Phillip Library staff
- Contribution to library planning and alignment to service priorities and the Library Action Plan
- Ensure that all employees under their supervision are trained in safe working practices and in the safe operation of equipment and are made aware of all occupational health and safety policies and procedures
- Responsible for complying with CoPP policies and State and Federal Legislation and exercise discretion within standard practices and processes

Judgement and Decision Making

- Ability to use leadership skills and operational knowledge to direct daily workflows to ensure service priorities are met and to lead functional teams to provide excellent customer service
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience where guidance is usually available.
- The performance of these duties is undertaken by following well-understood procedures and working within clearly defined policy parameters
- Scope to exercise discretion in the application of established standards and procedures
- Responsible for using appropriate reporting lines and modes of communication as required
- Responsibility for immediately supporting colleagues to de-escalate difficult situations, supported by the Library Leadership Team

Specialist Skills and Knowledge

- An understanding of the relevant technology, procedures and processes used within their operating unit including library management systems and RFID technology
- Proven experience delivering a reference and information service preferably in a library setting

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- Understanding of the role and function of the senior employees to which they provide support, an understanding of the long-term goals of the unit in which they work, and an appreciation of the long-term goals of the wider organisation
- Understanding of the function of the position within its organisational context, including relevant policies, regulations, and precedents
- Experience in the application of standardised procedures, practices, acts and regulations
- Provide direction, leadership and structured training or on-the-job training to supervised employees

Management Skills

- Ability to supervise staff in a highly flexible frontline service team environment to respond to changing priorities in a calm and measured fashion
- Ability to support others in the execution of established procedures and practices
- Ability to manage time, set priorities and plan and organise own work and that of others
- Ability to achieve objectives within established time frames
- Ability to seek guidance and advice when necessary
- Ability to foster team engagement and alignment with established service values
- Ability to implement EEO, OH&S and training and development with the team

Interpersonal Skills

- Outstanding communication skills with the ability write detailed information succinctly
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees
- Skills in managing time, setting priorities and planning and organising one's own work and that of supervised employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Understanding of and ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
- Ability to write reports in field of expertise and/or prepare external correspondence

Qualifications and Experience

- Librarianship qualification recognised by the ALIA (Australian Library and Information Association) with little or no experience or lesser formal qualifications
- Proven relevant experience in a public library service or in a fast-paced customer focussed environment
- Experience in service delivery and leadership in an environment that focuses on meeting community expectations through the provision of high-quality information services, access to resources and programs
- Demonstrated IT skills, including detailed knowledge of Library Management Systems, RFID and the Windows environment specifically MS Office and Office 365 applications.

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Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

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Key Selection Criteria

- Librarianship qualification recognised by ALIA (Australian Library and Information Association), with little or no experience or lesser formal qualifications
- Proven supervisory experience in a public library setting and/or in a dynamic, customer focussed environment
- Demonstrated experience in supervising and leading teams in a flexible service environment with the ability to adapt and respond to changing priorities
- Demonstrated experience in the provision of high-quality customer service, information provision and reader advisory to library users as part of a frontline service team
- Demonstrated conflict resolution skills and experience
- Demonstrated IT skills, including detailed knowledge of Library Management Systems, RFID and the Windows environment specifically MS Office and Office 365 applications

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

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