

Position Description

Library Team Leader (Children's and Youth Services)



Position Details

Position Title	Library Team Leader (Children's and Youth Services)
Position Number	703690
Classification	Band 6
Division	Community Strengthening
Branch	Libraries, Arts and Events
Unit	Library Services
Reports To	Library Operations & Experience Lead
Employment Essentials	• Working with Children Check • Victorian Drivers Licence • National Police Check

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islander peoples, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

Organisational Context

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

Community Strengthening

The Community Strengthening division promotes and enhances community well-being through funding programs, service provision and community partnerships. Services include maternal and child health, family

Position Description

Library Team Leader (Children's and Youth Services)



support, youth services, aged and disability services, arts and cultural development, library services, family and children's services, social policy and venues and events.

The division is committed to achieving the organisational goals outlined in the Council Plan. Works to strengthen Yarra's community as well as to increase resident participation in public life encompass five broad approaches:

1. Understanding local issues and opportunities
2. Developing and implementing key plans and strategies
3. Partnerships and projects
4. Advocacy and lobbying from a rights-based approach
5. Supporting and enhancing community participation

Libraries, Arts and Events

The Libraries, Arts and Events branch is responsible for a range of services delivered through four streams: Library Services, Arts and Culture, Festivals and Events, and Venues. Our work drives outcomes across social, cultural and economic policy domains and champions opportunities and experiences that promote lifelong learning, gathering, creativity and discovery.

Position reports to:	Library Operations & Experience Lead
Reporting to this Position:	Library branch staff, casuals and volunteers
Internal Relationships:	The incumbent is required to liaise with staff at all levels within the Organisation including Councillors, Executive, Managers and branch staff
External Relationships:	The incumbent is required to negotiate and maintain a professional relationship with a range of State, Regional and Local Government agencies; peak library and information bodies, arts, cultural and community organisations, external service providers, suppliers, local residents, and ratepayers.

Position Overview

This position is responsible for leading the daily operations of a library branch, ensuring the effective delivery of services and programs. It plays a key role in leading the development and delivery of services, programs and collections aimed at children and young people, and fostering effective partnerships with service providers and stakeholders to enhance literacy outcomes and promote a love of reading and learning.

Key Responsibilities

All Yarra employees:

Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Council's activities.

Library Operations and Management

- Lead day-to-day library branch operations and oversee program and service delivery.
- Monitor quality and effectiveness of library services at the branch within budget and library policy.
- Recommend and implement changes to ensure effective branch operations.
- Ensure the library buildings, furniture and equipment are well maintained and make recommendations regarding maintenance requirements.
- Promote and manage branch collections in consultation with relevant Team Leaders

Position Description

Library Team Leader (Children's and Youth Services)



- Contribute to strategic decision-making and provide advice to senior leadership on issues and trends in relevant areas of library operations.
- Participate in the development of plans, policies and procedures.
- Participate in the recruitment of staff and support identified staff training and career development goals.

Children's and Youth Services

- Provide leadership, expert advice and support to library staff in the planning, delivery and evaluation of services and programs for children and young people, ensuring alignment and adherence to existing frameworks including risk management, budget and strategic goals.
- Coordinate the delivery of early literacy programs and other learning programs aimed at children and young people.
- Develop and implement systems and processes to support library staff and ensure successful service and program delivery.
- Identify and cultivate sustainable partnerships with internal branches, external organizations, service providers, childcare centres, kindergartens and schools to enhance service utilisation and program participation.
- Participate in library and broader networks to foster collaboration and service innovation.
- Attend library programs and events and outreach activities as required, occasionally outside of ordinary working hours.

Marketing and Communications

- Contribute to the development of marketing and communications strategies to promote library programs and events.
- Promote library services, programs and resources through established communication channels and networks.

Administration

- Manage staff resourcing in accordance with budget and rostering guidelines.
- Oversee and control the budget for program consumables, equipment and professional fees for school holiday and regular library programs, ensuring resources are allocated effectively.
- Prepare regular reports on activity outcomes including statistical information and qualitative data from participants and relevant stakeholders.
- Identify sources of funding and support grant applications as directed.

Position Description

Library Team Leader (Children's and Youth Services)



Customer Service

- Provide proactive, courteous, and responsive customer service that supports access to library services, collections (including digital resources) and library programs.
- Assist customers with basic technology use and troubleshooting.
- Perform daily operational duties including (but not limited to), rostered 'Desk' shifts, opening and closing routines, shelving, shelf reading, packing and unpacking the courier run and maintaining a clean and welcoming environment.
- Respond to general and complex customer enquiries with care and efficiency, referring where appropriate to senior or specialist staff.
- Support the delivery of library programs, festivals, and events, including set-up, pack-down, and other duties as required.
- Enforce library policies and procedures fairly and consistently, contributing to a safe and respectful environment for all patrons and staff.
- Use internal systems such as the Customer Request Management System (CRM) to track and follow up on customer needs.
- Provide general level collection and service knowledge and information to customers through reader services and support.

Accountability and Extent of Authority

- **Resource management:** freedom to act set by clear objectives and/or budgets, with a regular reporting mechanism; effect of actions taken is usually limited to quality or cost of programs/projects.
- **Specialist advice or regulate clients:** freedom subject to regulations and policies, and regular supervision; effect of actions taken on individual clients may be significant, but usually subject to appeal or review.
- May have formal input into policy development within their area of expertise.

Judgement and Decision Making

- Work is usually specialised – with methods and procedures developed from theory or precedent.
- Problem solving may involve application of these techniques to new situations.
- Guidance and advice is usually available.

Management Skills

- If managing employees - able to implement EEO, OH&S, and training and development.

Interpersonal Skills

- Ability to gain cooperation and assistance from clients, other employees and members of the public in the administration of defined activities.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and within the organisation to resolve intra-organisational problems.

Position Description

Library Team Leader (Children's and Youth Services)



Risk and Safety Requirements

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures to meet this commitment.

Specialist Skills and Knowledge

- Typically, proficiency in the application of a theoretical or scientific discipline.
- Understanding of long-term unit goals and policies of unit and wider organisation.
- Some positions (particularly resource management) require a familiarity with budgeting techniques.
- Experience and knowledge in local government or the public sector.
- Demonstrated expertise in planning, organizing, and managing events and programs.
- Strong ability to identify and address a diverse range of learning needs.
- Capacity to motivate and guide others to deliver quality services to the community.
- Well-developed skills in financial management, including the ability to administer and manage budgets.
- Thorough knowledge of online resources, digital platforms, and current digital trends.
- Expert knowledge of children's literature, early literacy development and learning facilitation.
- Knowledge of current issues affecting public libraries and the City of Yarra.
- Knowledge of local government procedures and practices.
- Proficiency in the Microsoft Office suite and other council programs, including TechOne and Oracle, or demonstrated ability to understand relevant technology, software, and applications.
- Experience in community engagement, with the ability to build and maintain partnerships with local organizations and stakeholders.
- Proficiency in evaluation and impact measurement, using qualitative and quantitative methods to assess program success and community satisfaction.

Qualifications and Experience

- Tertiary qualification in Library and Information Management, Education or Early Childhood Development and some relevant experience, or lesser formal qualifications with substantial, relevant experience in the field of specialist expertise.

Key Selection Criteria

1. Proven ability to lead and support a multidisciplinary team in a service delivery environment.
2. Demonstrated success in planning, delivering, and evaluating literacy and learning programs and services for children and/or young people.

Position Description

Library Team Leader (Children's and Youth Services)



3. Ability to build partnerships with community groups and stakeholders to enhance service reach and impact.
4. Experience in managing budgets, preparing reports and analysing data to inform decision-making.