

Directorate:	Community & Lifestyle	Department:	Library & Museum Services
Position Grade:	14	Reports to:	Coordinator Library Customer Service
Last review:	April 2026	Next review:	April 2028
		Version No.:	2.1

Position purpose:

To provide support and guidance to Branch Library Teams, to ensure the provision of quality library services across all locations. Monitoring and advising on daily operations, facilitating communication and cooperation to ensure appropriate resourcing across the library service

Key accountabilities/responsibilities:

Responsible for:

- 1) Providing leadership and advice to Branch Library Teams on daily operations and customer service provision at Branch Libraries
- 2) Developing and coordinating staff rostering for library service, in cooperation with the Team Leader Library Customer Service. Ensuring effective resourcing across service opening hours.
- 3) Leading and supporting Branch Library Officers across branch locations. Through development of team and individual workplans, review and communications.
- 4) Facilitate communication and cooperation between branch and specialist staff. Ensuring branch knowledge is reflected in collections, programs, and support services to each location.
- 5) Working with specialist and branch staff to facilitate opportunities and partnerships with community groups and services, specific to branch locations.
- 6) Monitoring performance of branch libraries, ensuring agreed service standards are met.
- 7) Supporting the development of branch library teams, through the coordination of staff training and identification of skills gaps.
- 8) Provision of direct customer service as required across locations, including night and weekend shifts.

Decisions made in the position:

- 1) As delegated by the Manager Library & Museum Services, and Coordinator Library Customer Service, operational and administrative decision relating to the day-to-day function of library customer service.

Decisions referred:

- 1) All other decisions referred to Coordinator Library Customer Service.

Key issues/challenges:

- 1) Providing effective leadership to branch operations across multiple locations and extended opening hours. Balancing physical presence at locations and other communication methods.
- 2) Developing and maintaining staff resources across locations through workload management, rostering and cooperative scheduling across locations.
- 3) Supporting branches to achieve service quality standards, within location limitations and local community demands.
- 4) Identifying service improvements and efficiencies.
- 5) Developing effective communications with internal and external stakeholders to service provision across branch locations.

POSITION DESCRIPTION

Team Leader Branch Support
(POS2478)

Key working relationships:

- Coordinator Library Customer Service
- Library Management Team
- Branch Library Teams
- Library Teams
- Collections and Program Specialists
- Public Library Network

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Completion of degree or post graduate level Library and Information Studies, conferring eligibility for professional membership of the Australian Library and Information Association.
- Current Class C Drivers Licence

Experience

- Demonstrated experience in supervision and management of Library staff.
- Demonstrated experience in coordinating and overseeing the delivery of front line library services.
- Demonstrated experience in monitoring and review of service delivery.

Knowledge and Skills

- Excellent communication skills, both verbal and written.
- Leadership and staff coaching skills, including team building and managing morale.
- Understanding of public library environment and current library issues and practices.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Understanding of HR practices and employment framework for local government.
- Quality improvement processes

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