Insert Organisation Logo

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| **JOB DESCRIPTION** |

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| **Job Title:** Team Leader / Management  **Responsible to:** [to be inserted]  **Responsible for:** [to be inserted]  **Organisation Purpose:**  [to be inserted]  **Job Purpose:**  Assists in the management and operation of the library, and may also fulfil a specialist role. Coordinates and controls the provision of day-to-day services. Maintains the library’s collection to approved standards. Recommends policies and development of plans for library services.  **Date:** November 2013 |

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| **Key Relationships** |

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| ***External***   * *Customers* * *Professional colleagues in the library and information sector* * *Local community* * *Research community* * *Schools and education providers* * *Local Businesses* * *External agencies and support groups* | ***Internal***   * *Other Library staff* * *Other managers and employees in the organisation* * *Teachers* * *Students* |

**Authorities**

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| **Financial** | Authority to commit routine expenditure within budget to the value of $[to be inserted] |
| **Staffing** | [Insert number of direct & indirect staff] |

**Key Result Areas / Key Achievement Areas**

The position of [to be inserted] encompasses the following Key Accountabilities:

* ***Management of library processes***
* ***Staff management***
* ***Customer service***
* ***Collection management***
* ***Circulation management***
* ***Relationship management***
* ***Financial Management***
* ***Inquiry Learning (for use in school libraries)***

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| **Key Accountabilities:** | Jobholder is successful when (examples of some of the tasks that may be involved): |
| 1. **Management of library processes** | * Management of library site and facility * Management of operational processes including day-to-day systems and workflows * Ensure service delivery is consistent and professional * Provide information services and support for research * Participate in policy development and planning of library services * Ensure all library technology is up to date and working effectively * Promote and encourage library usage * Contribute to or lead library wide projects * Document library processes and procedures * Develop and maintain subject expertise |
| 1. **Staff management** | * Provide clear direction, goals and standards for staff within delegated area * Monitor and develop team performance carrying out performance reviews, encouraging employee development and actioning performance issues * Coach, mentor, motivate and manage staff to achieve effective and efficient delivery of services * High performing staff are recruited, inducted, trained and developed |
| 1. **Customer service** | * Manage the implementation of a customer centric approach * Ensure customer enquiries are dealt with in a timely and efficient manner * Ensure customers have access to services and resources by resolving technical and process issues promptly * Ensure the team promotes the use of technology and electronic services * Develop and implement initiatives to improve customer service * Liaise with other staff within the organisation to promote the library’s role in teaching, learning and research |
| 1. **Collection management** | * Manage and develop the Library’s collections * Identify and provide collection resources * Evaluate, select and recommend the purchase of resources for the Library collection * Ensure collection guidelines and collection management policies are adhered to * Analyse community needs and demographics to develop community profile and consequent collection plan * Promote and market library collections |
| 1. **Circulation management** | * Deliver customer centred membership and lending services * Manage a responsive customer request process * Contribute to the development of the logistics of circulation |
| 1. **Relationship management** | * Develop and maintain effective working relationships * Liaise with and provide advice to staff and customers * Liaise with and contribute to external agencies and support groups * Liaise and collaborate with teaching staff and literacy specialists |
| 1. **Financial Management** | * Assist with financial and budget planning * Schedule and monitor associated budgets * Manage allocated budget in accordance with organisational policies and practices * Manage key project budgets |
| 1. **Inquiry Learning (for use in school libraries)** | * Promote the library and its resources to support Inquiry and develop information literacy across all year levels and all curriculum areas * Model and promote collaboration between teachers and library staff in planning and supporting Inquiry learning * Plan and implement the library orientation programme for teachers and students |

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| **Person Specification** |

*This section is designed to capture the expertise required for the role at the 100% fully effective level (this does not necessarily reflect what the current jobholder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.*

###### **Qualifications (or equivalent level of learning)**

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| Essential | Desirable |
| * Degree in Library or related field * Trained teacher (only applies to school libraries) | * Professional Registration |

**Knowledge / Experience**

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| Essential *(indicate years of experience required as appropriate)* | Desirable |
| * Minimum 5 years relevant library experience * Staff management in the provision of library services * Financial management * Relationship management * Knowledge of the NZ Curriculum and of teaching and learning programmes in schools * Knowledge of Inquiry Learning |  |
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**Key Competencies and Skills Required (to be decided by organisation, some examples include):**

* Knowledge and understanding of library management and processes
* Knowledge and understanding of collection development and information services principles and practices
* Ability to use appropriate training / instructional methods and procedures when training staff
* Political acumen
* Ability to represent and library at a professional level
* Client orientated
* Relationship building skills
* Demonstrable initiative
* Understanding of information literacy
* Advanced IT skills
* Critical thinking skills
* Creative thinking skills
* Proficiency in Te Reo and Tikanga Maori

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| **Change to job description** |

*From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.*

Signed:

Employee Name: Date:

Employee Job Title:

Approved:

Signed:

Manager Name: Date:

Manager Job Title: