

Library Services Team Leader

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Company: Ipswich City Council

Location: Queensland

Category: other-general

Come and join us at Ipswich Libraries, an award winning internationally recognised service with a customer satisfaction rating of more than 90%. See what our Libraries offer and come and be a part of a positive, enthusiastic, and self-motivated professional team to help improve lives, now and into the future

About the role As Library Services Team Leader, you will be part of the Library Branch Services team. You will be responsible for providing support and supervision in the operations and functions of the Ipswich Libraries team in accordance with best practice and the Libraries and Customer Services objectives and vision: Creating connections, improving lives, every moment matters. Some of your key responsibilities will include:

- Provide effective point of need customer services to both internal and external customers, using both existing and emerging technologies, and ensuring exemplary customer experience
- Deliver day to day operational and administrative support and assisting with maintenance of relevant facilities, plant, sites or service points
- Lead, supervise and develop the team to deliver efficient and effective customer focussed services
- Actively promote a range of Library programs and services

The Library Services Team Leader will be based at Springfield Central Library. View the position description for more details about the role.

About you To be successful in this role you will have:

- Relevant tertiary qualifications and/or substantial proven experience in delivery of library/customer services
- The ability to lead and develop a team in the delivery of library and customer services in a busy environment and undertake operational and supervisory responsibilities
- The ability to support others and be a resilient, agile team member
- Demonstrated understanding of the principles of information management, adaptability to a range of existing and emerging

technologies, and collaboration Current Queensland 'C' Class driver's licence Belief in our values of communication, collaboration, integrity, efficiency, and leadership A pre-employment medical is required for this role to undertake a range of manual handling tasks which may include setting up for events, moving trolleys, loading and unloading vehicles, and driving a range of Council's vehicles. About the benefits This is a permanent full-time position, level 4 with a salary commencing at \$85,139 plus superannuation of up to 12.5%. Become a key member of a team that is passionate and dedicated to building a positive, inclusive, and constructive workplace culture Ongoing learning, development, and career opportunities Employee health and wellbeing programs Four (4) weeks annual leave with 17.5% loading, cultural leave and other leave options A variety of salary packaging options that includes, financial advice, income protection insurance, professional membership, novated leases and more. About us Ipswich is a dynamic blend of rich heritage, proud communities, diverse landscapes, and a lively energy all contributing to a region full of liveability and opportunity. It is the state's fastest growing city and oldest provincial city. Ipswich City Council contributes to our vibrant and growing region with teams operating across various industries delivering services to the community and creating our vision: 'Ipswich, a city of opportunity for all. Join us.' We have a workplace culture built on our values of communication, collaboration, integrity, efficiency, and leadership. Come and join us in shaping the future of the city and its people. Join us If you feel you're a good fit with our values and are passionate about enhancing the life for the Ipswich community, then this could be the role for you. Please apply online and submit: A cover letter of no more than 2 pages describing how your skills and experience will assist in meeting the requirements of this role A resume of no more than 4 pages including current licences/tickets/qualifications/certificates/visa that you hold Emailed applications will not be accepted. Closing date: Sunday 28 April 2024, 6:00pm. Please direct any related questions to Gail Seeney via *****. Successful applicants must be eligible to work in Australia and agree to provide information for pre-employment screening which may include a criminal history check. Ipswich City Council is an Equal Employment Opportunity employer. We are committed to building a diverse and inclusive workplace by supporting equal opportunities regardless of gender, culture, generation, sexual orientation, or disability. We promote a respectful workplace culture that is free from all forms of harassment, workplace bullying, discrimination, and violence.

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