

POSITION: **DIGITAL PROJECT LEAD**

REPORTS TO: **COORDINATOR LIBRARY EXPERIENCE**

ACCOUNTABLE TO: **MANAGER LIBRARIES & LEARNING**

GROUP: **CULTURE, COMMUNITY & RECREATION**

DATE REVISED: **JULY 2022**

ROLE CHARTER

This role charter describes the accountabilities and duties of the position of Team Leader Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

OUR GUIDING PRINCIPLES ARE:



MAKE THINGS EASY
Do the hard work to make things intuitive for me.



BE WELCOMING
Care for me as a person, not a task or a number.



BE OPEN MINDED
Listen to me and work with me to find solutions.



LOOK OUT FOR ME
Thoughtfully anticipate what will make my days go smoother.



KEEP YOUR PROMISES
Follow through on your commitments to me.

PRIMARY PURPOSE

To oversee the day-to-day work and functioning of the team and to work in partnership with others to achieve annual goals, programs and projects of the department.

Lead the development and implementation of continuous improvement projects across digital and information systems in accordance with Council's Guiding Principles and within the Integrated Planning and Reporting and other organisational frameworks.

Manage library projects and user experience with a focus on continuous improvement and enhancement of library service delivery through leveraging existing and new tools to ensure Maitland Libraries a focus on innovation.

LEADERSHIP

Maitland City Council's leaders are people of honesty and integrity, with a genuine desire to deliver outcomes for our community.

The leader is committed to engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this role, the leader will:

- Actively model and champion Council's Guiding Principles
- Actively participate in open and genuine discussion, collaborating and partnering within the team and across the group's departments to capitalise on existing and emerging knowledge and experience
- Hold both self and others accountable for their decisions, actions, behaviours and outcomes
- Motivate, inspire and support the team to develop the confidence and capability to realise their full potential
- Be an active and visible presence across the organisation

MANAGEMENT

Maitland City Council's leaders are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The leader will:

Manage people

- Supervise, support and coach staff in undertaking the work and projects of the team
- Monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing
- Contribute to a positive employment relationship
- Champion a safe and healthy workplace and fair and equitable work practices
- Demonstrate effective communication, problem solving and interpersonal skills

Manage operations

- Support the Coordinator and the team in the effective delivery of Council's services
- Oversee and implement actions and tasks as identified in the Operational Plan
- Supervise the daily operations of the team within identified budgets, delegations and administrative processes
- Inform and participate in annual planning and reporting processes for the section
- Implement procedures and other tools that support implementation of adopted strategies and policies
- Provide timely and accurate information to the Coordinator
- Administer and comply with the organisations policies and procedures
- Administer and undertake training and development



Manage relationships

- Act as the primary link between the Coordinator and the staff of the Team
- Participate in nominated cross organisational teams
- Establish and maintain productive relationships

Manage performance

- Have input into business plans for the section for integration with Council's Strategic Planning
- Monitor and report on team performance
- Identify opportunities for employee development and performance improvement within the Council's workforce development framework
- Focus on the continuous improvement

CORE ACCOUNTABILITIES

In addition to fulfilling the core leadership and management accountabilities described above, the Team Leader is also accountable to:

1. Lead projects that deliver digital library systems and innovated system functionality creating seamless customer experience in accordance with the strategic direction and operational targets of Maitland Libraries and the organisation's adopted policies, procedures, and associated frameworks.
2. Lead and deliver all aspects of continuous improvement projects in liaison with other relevant Council sections, including new and emerging digital innovations and customer satisfaction.
3. Identify, recommend, and implement new project opportunities to enable continuous improvement of digital access to collections and programs, including development of solutions to ensure continued growth of digital services aligning with customer experience principles, recognised accessibility standards and innovation in service delivery.
4. Implement and monitor associated workflows in accordance with the Library's digital services strategy and budget, including data analysis, evaluation of software and system functionality and other performance and reporting mechanisms to ensure consistent high levels of performance and assist strategic and operational planning.
5. Apply industry best practice to facilitate continuous improvement initiatives in partnership with other functions across the library to ensure a consistent approach to service provision and to enhance and grow access to digital services across MCC service area.

To undertake any other duties, projects or tasks as directed by the Coordinator/Manager which are within the employee's skills, competence and training.

To behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

ESSENTIAL CRITERIA

1. Degree level qualification in project management, business administration, library and information systems or a field relevant to the role or an equivalent combination of contemporary experience coupled with relevant education/training.



2. Contemporary industry knowledge and demonstrated experience in the development and delivery of digital projects, working with a range of contemporary applications and demonstrated capacity to innovate and adapt current services for future needs particularly in the digital environment.
3. Sound customer focused experience in direct service delivery specialising in digital services with evidence of superior skills in undertaking research, development, implementation and evaluation of these activities.
4. Excellent written and presentation skills including demonstrated ability to skilfully communicate strategy and complex issues to a wide variety of audiences.
5. Demonstrated capacity to apply contemporary administrative and project management practices in a community service context, including well-developed organisation skills and ability to manage competing priorities in a busy service-oriented environment.
6. Demonstrated experience to plan for and implement change and continuous improvement programs.
7. Current Working with Children Check number.

DESIRABLE CRITERIA

1. Qualification in Leadership and Management and/or relevant experience.
2. Class C Driver's Licence.

Maitland City Council has deemed this position to be child-related. To apply for this position, you must be issued with a Working With Children clearance number by the Office of the Children's Guardian. A person that does not have a Working With Children Check and/or deemed barred from the Office of the Children's Guardian are ineligible to apply.

Date:

Agreed:

Employee Name

Employee signature

