CL

POSITION:	Digital Support and Analytics Team Leader
CLASSIFICATION:	Band 5
REVIEW DATE:	February 2025

Connected Libraries

Connected Libraries (CL) is a large Not for Profit public library service in Southeast Victoria providing services to community in the City of Casey. We are funded by Casey Council and the State Government. We support a rapidly growing and diverse community of more than 392,000 people.

Our libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, Bunjil Place - Narre Warren, and a Library Lounge at Cranbourne West Community Hub. We have Library Lockers available at Cranbourne West, Manna Gum Family and Community Centre and Orana Community Place.

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

Our Values and Guiding Behaviours

Connection
- We create spaces where people feel that they belong
- We find ways to share our common humanity, interests and passions
- We strive to be fully present and intentional in our interactions with others

Creativity
- We love learning and trying new things
- We challenge the status quo if we believe a better way is possible
- We support different ideas and allow others to give things a go

Enrichment
- We look for ways to empower others to learn and participate
- We strive to provide experiences that enhance the quality of a person's day and life
- We provide opportunities for people to explore what is possible

Humour
- Humour helps us to connect with each other
- We like to laugh, bringing smiles to other people
- We use humour to break down barriers and create a positive experience for everyone

Kindness
- We are mindful of peoples feelings
- We are kind and compassionate and look for the best in others
- We are accountable for our own behaviour and appreciate the differences in others

Teamwork
- When we all contribute we excel
- We play to each others strengths
- We can achieve our goals together

Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection

- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success

Position Summary

The Digital Support and Analytics Team Leader role provides a unique opportunity to enhance the quality, customer experience, and success of our library services. This position requires a blend of leadership skills and a forward-thinking approach to data modernisation, focusing on improving IT service delivery.

As the Digital Support and Analytics Team Leader, you will oversee and guide the Digital Support Officers in their daily responsibilities. You will take charge of managing content, setting standards, developing training materials, and supporting the company intranet and Library Management System (LMS). Additionally, you will lead our data modernisation efforts, ensuring data integrity, managing capacity growth, training staff on tools, forecasting, and analysis, and facilitating the sharing of statistical data.

Position Objectives

Operational

- Deliver innovative and customer-focused services in line with CL's vision, values, and strategic goals
- Actively engage with library staff to support the effective use of technology
- Provide both remote and on-site IT support to all Connected Libraries staff

Strategic

- Contribute to the development of CL's library services to build capacity in our communities
- Support the achievement of CL's strategic objectives by contributing to planning and continuous improvement initiatives
- Participate in staff forums, training, and team meetings to drive innovation and improvement
- Foster partnerships with schools, community organisations, and local government services

Key Responsibilities and Duties

1. **Leadership**
   - Oversee the day-to-day operations of the of the Digital Operations Team
   - Provide positive leadership to build a cohesive, customer focused Digital Operations Team
   - Proactively promote the library
   - Provide mentorship and staff training as required
   - With the Digital Operations Manager, develop agreed business plans, complete performance reviews, increment reviews, performance management and identify training needs

2. **Risk Management**
   - Adhere to OHS Policy procedures and legislative requirements
   - Ensure that all OHS incidents are reported, documented and followed through
   - Induct all team members on OHS matters and regular reports at team meetings
   - Implement a culture of child safety throughout the team so that child safety is part of everyone's everyday thinking and practice
   - Contribute to the safe working environment in accordance with the OHS Act 2004, regulations and CL policies
   - Ensure CL human resource policies and standards are upheld by all staff

3. **Support Services**
   - Act as a point of contact for library staff seeking IT support
   - Provide clear communication through various channels, including telephone, email, messaging, and ticketing systems
   - Guide staff through the troubleshooting process and adhere to established policies and procedures
   - Work within designated timeframes to resolve issues and escalate incidents as needed

4. **Technological Services**

- Provide accurate information on technological services and functionality
- Advise and assist library staff with various technological enquiries
- Contribute to CL's technological knowledgebase
- Review existing procedures and write new ones as required for tasks associated with role

5. Management
- Engage in continuous professional development and stay informed about trends in public libraries
- Manage resources in accordance with CL's policies and practices
- Support staff by providing training and developing documentation for library services

6. Digital Literacy
- Remain competent in the use of a range of tools for the provision of library services
- Train staff to demonstrate self-service technology, catalogue use, and access to electronic resources and the internet
- Ensure proficiency in supporting the Library Management System (LMS)
- Promote ongoing professional development

7. Lending Services
- Oversee the management of the LMS and related software, in collaboration with the Libraries Victoria (LibsVic) consortium
- Manage the operational outcomes relating to the LibsVic partnership, alongside Manager Digital Operations, General Managers Finance and Digital Operations and CEO
- Advocate alongside Executive Team for improvements in LMS functionality with LibsVic and the LMS provider
- Assist in developing and implementing policies for circulation, membership, notifications, and item recovery
- Report to the Executive Team, Leadership Team and CL staff on matters relating to the operations of LibsVic and the LMS
- Work with the Digital Operations Team on introducing new, or maintaining existing, LMS technology

8. Information Services
- Collaborate with the Digital Literacy and Organisational Development teams to maintain the intranet as a communication and information tool for staff
- Ensure staff and library users have access to relevant online resources

9. Troubleshooting and Problem Solving
- Communicate accurate information on system status and functionality
- Troubleshoot IT issues using diagnostic techniques and relevant questions
- Implement systematic approaches to resolve IT-related issues and suggest improvements to procedures

10. Governance
- Create and review support documentation for both IT staff and end users
- Review and provide feedback on colleagues' work to encourage continuous improvement

11. Business Analytics
- Collaborate with Leadership Team to meet or exceed contractually required reporting requirements
- Coordinate required reporting on LMS outcomes
- Participate in grant acquittals and reporting as required
- Define, develop, and deliver insightful dashboards and reports to a high standard professional level
- Facilitate data integration into business intelligence systems for enhanced reporting
- Develop forecasting frameworks for service accuracy and future development
- Work closely with service managers and providers, using the above skills to ensure data integrity and accuracy

- Present and effectively communicate solutions, models, and insights to a range of business stakeholders, in a variety of business forums, and contributing to strategic decisions

Selection Criteria

- Bachelor's degree in IT, Computer Science, or a related field
- Experience in IT and/or computer science
- Experience managing and maintaining intranet site (Microsoft, SharePoint desirable but not essential)
- Experience with Library Management Systems including knowledge of data and reporting (Sirsi Dynix desirable but not essential)
- Experience with BI tools (Tableau desirable but not essential)
- Excellent interpersonal and communication skills, with the ability to engage a diverse range of people
- Strong problem-solving skills and technical aptitude.
- Proven ability utilising statistical modelling and analytical methods
- Experience with office automation products, databases, and remote support tools
- Capacity to diagnose and resolve technical issues
- Strong attention to detail and analytical skills
- Current Working with Children Check
- Valid Victorian Drivers Licence

Organisational Relationships

Reports to: Digital Operations Manager
Internal liaisons: Leadership Team, Digital Operations Team, Regional Support staff, and branch staff
External liaisons: Library members, members of the community, schools, vendors, external Library Service staff, community groups and training providers

Accountability and Extent of Authority

- Authority to operate within established policies and procedures
- Work performed is within CL guidelines and under general supervision
- Responsible for the quality and timely provision of customer support
- Set priorities for services for Digital Support Officers in consultation with the Digital Operations Manager

Judgment and Decision Making

- Make decisions on day to day running of Digital Support Officers
- Act in accordance with established policies and procedures
- Guidance and advice is available from Digital Operations Manager.

Specialist Skills and Knowledge

- Customer service skills
- Familiarity/awareness of the resources available in CL services
- Knowledge and ability to apply CL policies and procedures
- Experience with Library Management Systems
- Experience in Intranet management and business analysis
- Understanding of the function of the position within its organisational context and goals of CL
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with computers, photocopiers, and information technology
- Ability to source information across varied platforms
- Knowledge of Child Safety standards

Managerial Skills

- Skills in managing time, planning and organising own work to set and achieve objectives efficiently
- Ability to train and supervise other staff in the execution of established procedures and oversee small project teams
- Ability to develop staff, ability to plan and organise others work to achieve objectives in the most efficient way
- Emotional intelligence and sound judgement for problem-solving
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development

Interpersonal Skills
- Capacity to engage positively with members of the community and staff
- Ability to work with frustrated system users in a friendly and respectful manner
- Approachability and awareness of users' needs
- Ability to write reports and prepare correspondence in respect of key responsibilities
- A flexible approach to work and capacity to adjust to changing priorities

Qualifications and Experience
- Bachelor's degree in IT, Computer Science, or a related field.
- Experience in IT and/or Computer Science

Conditions of Employment
Conditions of employment are as per the Connected Libraries Enterprise Agreement, policies and procedures and the letter of offer.
- **Employment Status -** Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration –** the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** – include rostered weekdays based on the 38 hour a week employment model. On call on weekends as and when required
- **Overtime** - any required overtime will be paid at appropriate penalty rates
- **Multiskilling –** The employee may be directed to carry out any duties within the limit of their skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period –** As per the Fair Work Act 2009 and Regulations – 6 months
- **Recreation Leave -** Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **Risk Management –** Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
- **Personal Leave -** A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking -** Smoking is prohibited within all Library buildings and in Library vehicles
- **Working with Children Check –** mandatory (Child Safe Standards 2017)

Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
Movement	**Possible**	**Occasionally**	**Regularly**
Ability to sit or stand for extended periods			✓
Change Posture (e.g. move from sitting to standing)			✓
Use stairs	✓		
Bend or Twist the Back		✓	
Movement of Neck		✓	
Climb (e.g. ladders)	✓		
Crawling	✓		
Kneeling or Squatting	✓		
Repetitive Movements of the Hands/Arms			✓
Keyboard/Mouse use for extended periods			✓
Strength	**Possible**	**Occasionally**	**Regularly**
Lift from Floor Height: 2kg to 11kg		✓	
Lift from Waist Height: 2kg to 11kg		✓	
Lift above Shoulder Height: 1kg to 2kg		✓	
Carry Loads: 2kg to 11kg		✓	
Push/Pull loads: 2kg to 11kg		✓	
Lift/Carry Awkward Size Loads	✓		
Reach for Objects		✓	
Work with Arms above Shoulder Height	✓		
Vision	**Possible**	**Occasionally**	**Regularly**
PC Monitor Use			✓
Reading			✓
Auditory	**Possible**	**Occasionally**	**Regularly**
Speaking			✓
Listening			✓
Use of Telephones / Headsets			✓
Equipment	**Possible**	**Occasionally**	**Regularly**
Drive Standard Vehicle (Car/Van)			✓
Operate IT Equipment			✓

Note: _This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained._

All staff are reminded that they should follow Health and Safety regulations and the Corporation's Health and Safety Manual Handling Policy when performing their duties.

Staff Member:

Signature:

Date:

Authorised: Janine Galvin (General Manager, Organisational Development)
Date: February 2025