

## Position Description

Position Title	Coordinator Library Programs and Events
Position Number	1110
Business Unit	Community Learning and Libraries
Directorate	Development and Community Services
Classification	Level 8
Reports to	Manager Community Learning and Libraries

### City of South Perth Overview

The City of South Perth is a unique, charming and popular local government located across the Swan River from the capital city of Western Australia, Perth. The City is widely recognised and regarded for its aesthetic appeal, care of the environment, extensive parks and gardens, and leafy environment, all of which complement the unique and vibrant urban city atmosphere cherished by its community.

With an area of approximately 20km<sup>2</sup>, the City offers a highly urbanised environment, dominated by residential land uses and a number of city precincts. Providing a range of dwelling types often found in a conventional garden city suburb, and a mix of medium to high density housing types, the City supports a population of approximately 44,000 residents from a diverse mix of age groups and cultural backgrounds as well as a range of small to medium-sized businesses and commercial activity.

With our natural environment bounded by the Swan River to the north and west and the Canning River to the south, the City has substantial river foreshore of approximately 660ha amounting to one third of its total area, drawing local, national and international visitors to the City to enjoy all that it has to offer.

## Our Vision and Values

### Our Vision

A City of active places and beautiful spaces. A connected community with easily accessible, vibrant neighbourhoods and a unique, sustainable natural environment.

### Our Values

- Respectful
- Supportive
- Unified
- Accountable

## Position Overview

The Coordinator Library Programs and Events has the primary responsibility to coordinate the development, delivery and evaluation of library programs and events that support the recreational, cultural and lifelong learning needs of the community.

Working within their allocated portfolio, the Coordinator Library Programs and Events will work with the Community Learning and Libraries team to achieve a range of operational outcomes by:

- Providing leadership, direction and effective coordination of the library programs and events, ensuring alignment with key performance indicators, strategic objectives and delivering high community value.
- Contribute to the marketing of libraries by providing strategic insights to the Marketing and Communications Plan and collaborating on marketing campaigns.
- Building and maintaining high-impact relationships across the organisation to enhance service delivery and foster cross-functional collaboration, while promoting a culture of safe work practices by identifying potential risks and implementing preventative measures.
- Ensuring all services within the portfolio comply with legislation, adopted strategies, and plans to meet community needs and organisational priorities, including strict adherence to the National Principles of Child Safety and the standards set by the Library Board of Western Australia Act (1951) and other relevant legislation.

## Position Objectives

### Leadership

- Direct and oversee the coordination of library programs and events, ensuring they align with key performance indicators, strategic objectives and deliver high community value.
- Propose, develop and deliver measurable corporate improvement projects and initiatives that align with strategic, operational and community needs.
- Build and sustain high-impact relationships with the Community Learning and Libraries team and across the organisation to enhance service delivery and cross-functional collaboration.
- Promote a culture of safe work practices by proactively identifying potential risks and implementing preventative measures, ensuring compliance with all regulatory standards.
- Support the implementation of the Australian Library and Information Association (ALIA) guidelines within the portfolio to ensure practices align with professional standards.

**Supervision and Coordination of the Library Programs and Events Team**

- Strategically coordinate staff rostering, duty rotations and leave bookings within the portfolio to optimise team productivity, performance and morale.
- Lead employees and volunteers within the team, ensuring robust supervision, targeted work-based activities, thorough performance evaluations and tailored training programs.
- Lead the recruitment, onboarding and professional development of direct report employees, volunteers, work experience and practicum students to foster a culture of excellence and continuous learning.
- Oversee and delegate the establishment and maintenance of operational processes to ensure high standards of performance and customer service.
- Ensure compliance with record-keeping practices and standards by overseeing the thorough documentation of library records.

**Library Events and Programs**

- Interpret and convey strategic and operational plans, delegating the development and delivery of library events and programs that align with both business unit objectives and community requirements.
- Provide oversight of community engagement and use feedback to drive continual service improvements, ensuring ongoing enhancement of community satisfaction.
- Forge and nurture partnerships with both internal and external stakeholders to create and deliver innovative and community-centric programs and events.
- Interpret and apply the National Principles of Child Safety within the context of libraries.
- Ensure adherence to the National Principles of Child Safety for all children and youth programs and events by training all staff to uphold and implement these standards.
- Identify and leverage opportunities for enhancing the library's community presence and outreach through partnerships and public events.
- Evaluate, develop and review policies, conditions and terms of use for all library events and programs.
- Ensure all events comply with work health and safety standards by overseeing the completion of comprehensive risk assessments, identification of potential hazards, and implementation of necessary mitigations to maintain a safe environment for all participants.

**Financial Management**

- Oversee the daily financial management for the portfolio, ensuring alignment with budget expectations and adherence to procurement practices.
- Contribute to the development of the annual budget to forecast portfolio needs, identify cost-saving opportunities and allocate resources effectively.
- Actively identify and secure external funding and partnership opportunities to enhance service capabilities, including preparing service agreements, grant applications, and sponsorship agreements.
- Ensure full compliance with all external grant and sponsorship conditions, including maintaining accurate financial records, meeting reporting milestones, and conducting precise acquittals.

**Customer Service and Support**

- Lead the implementation and adherence to the customer service charter within the team, ensuring all direct report employees are trained and compliant with its standards to uphold exceptional service delivery.
- Deliver exemplary customer service, managing both reference inquiries and general questions by providing hands-on assistance during peak times.

- Drive the continuous improvement of the portfolio by proactively investigating, addressing and resolving customer feedback to inform and implement service improvements.

## Additional Objectives for all City Employees

- Support and demonstrate a commitment to the City as an equal employment opportunity employer.
- Ensure services, programs and activities are undertaken with consideration to the City's organisational plans including (though not limited to) the Strategic Community Plan, Corporate Business Plan, Reconciliation Action Plan and the City's Access and Inclusion Plan.
- Role model and demonstrate the City's Values and behaviours that distinguish the City's workplace culture and that are aligned with the City's Employee Code of Conduct.
- Contribute to the achievement of the City's objectives, ensuring you represent the City in a professional and timely manner.
- Demonstrate a commitment to customer service, consider and abide by the City's Customer Service Charter in the performance of duties.
- Actively and positively adopt Business Process Management by documenting processes in Nintex Process Manager and embrace new ways of working.
- Cooperate with all health and safety policies and procedures of the City and take all reasonable care to ensure your actions do not impact on the health and safety of others.
- Undertake position responsibilities in accordance with City policies, management practices and procedures.
- Take responsibility and understand the importance of the City's risk management processes, encouraging others to apply it and achieve positive results from it throughout your work.
- Perform other duties as directed.

Selection Criteria	
Education level / Qualifications	
Tertiary qualifications in a relevant discipline such as Library and Information Science, Education, Community Development, Event Management or equivalent as required.	Essential
Tertiary qualifications allowing eligibility for Associate Membership of the Australian Library and Information Association.	Essential
Knowledge, skills and abilities	
Excellent written and verbal communication skills.	Essential
Highly developed organisational and time management skills.	Essential
High level of, and commitment to, customer service.	Essential
Initiative and ability to work in a team environment.	Essential
Demonstrated ability to plan and coordinate library programs and events.	Essential
Well-developed budgeting and financial management skills.	Essential

Well-developed reference and information seeking skills.	Essential
Demonstrated ability to supervise and lead staff, and assist in coaching individuals and capable teams.	Essential
Strong understanding of technology and software and its use in a library environment.	Desirable
Demonstrated understanding of the partnership between state government and local government in the provision of public library services within Western Australia.	Desirable
Knowledge of the National Principles for Child Safety and how to apply the principles effectively in a library workplace setting.	Essential
<b>Experience</b>	
Previous experience working in a public library environment or community development area, including staff management.	Essential
Understanding of community development principles and the role of libraries in community development.	Essential
<b>Other</b>	
Current 'C' Class Driver's Licence (or mechanism to be able to transport yourself between 2 library branches at your own expense).	Essential
Valid Working with Children Check.	Essential
Current National Police Clearance.	Essential

I accept the responsibilities as outlined in the position description and understand that these may update from time to time, and that I will be consulted with prior to any significant changes. I commit to role modelling the City's values and commit to the City's Employee Code of Conduct in the course of undertaking my responsibilities.

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**Employee Signature**

\_\_\_\_\_  
**Name**

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**Date**

#### Alternative format

This document is available in alternative formats, such as large print, upon request. Please phone the City on 08 9474 0777.

<b>Office Use Only</b>				
Position Creation Date	<b>Date</b>		<b>Officer</b>	
Reviewed/Modified	<b>Date</b>	July 2024	<b>Officer</b>	Manager Community Learning and Libraries
Reviewed/Modified	<b>Date</b>	August 2025	<b>Officer</b>	Manager Community Learning and Libraries