

Career Opportunities

Specialist Library & Museum Hub - Customer Experience

\$91,344 – \$96,425 pa + Superannuation

Full time

About us:

The City of Belmont is a Tier 1 council that proudly offers its residents and visitors facilities, services, events, spaces and plans for the future, enabling the community to live, work and play in healthy, efficient, safe and sustainable ways. The City of Belmont boasts spectacular views of the Swan River, proximity to the Perth Central Business District, has state-of-the-art facilities at the Belmont Library and Museum Hub, plentiful multipurpose parks, and includes Perth Airport's Domestic and International terminals within its boundaries.

The City of Belmont offers employees free onsite parking, easy access to public transport, great end-of-trip facilities, purchased leave, a co-contribution to superannuation, and other great employee benefits.

About the role

Are you ready to lead engaging, community focused experiences in a vibrant library and museum setting? As the Specialist Library & Museum Hub – Customer Experience, you will play a key role in the planning and delivery of dynamic programs and services to support and connect the community through culture, learning, and creativity.

You will oversee the daily operations of the Customer Experience team, ensuring high standards of service delivery and a welcoming environment for all visitors. Drawing on community feedback and usage patterns, you will design and implement innovative programs and activities that reflect the diverse interests of the local community.

You will also supervise and support staff, volunteers and work experience students, fostering a collaborative and inclusive team culture. Promoting programs through effective marketing and community engagement strategies will be key to increasing participation and visibility. In addition, you'll assist with research, reporting, policy reviews and budget planning to support strategic and operational goals.

Building and maintaining strong stakeholder relationships will be essential to enhancing service delivery and community impact. You will manage customer enquiries with professionalism and care, ensuring issues are resolved efficiently. Your role will also involve contributing to the safety, security and compliance of the Library and Museum and provide operational support and relief for other specialist roles as needed.

This is a dynamic and rewarding position where your creativity, coordination skills and community spirit will make a meaningful difference.

Please be aware that the work pattern specified in the Position Description is a set arrangement and not open to negotiation

About you:

To be successful in this role, you are a proactive and community minded professional with a passion for libraries, museums and delivering exceptional customer experiences.

You will bring...

- A relevant qualification (or progress towards one) in Library, Museum, or Business Studies or equivalent experience.
- Extensive experience in promoting, planning and delivering diverse programs for various age groups within a library, museum or similar.

- Experience with technology to enhance program delivery, including mobile devices and digital tools relevant to library and museum environments.
- Demonstrated experience supervising and training staff and volunteers.
- Excellent communication, conflict resolution and customer service skills.
- Strong research, writing and administrative capabilities.
- Strong organisational skills with the ability to manage multiple priorities and meet deadlines with accuracy and attention to detail.
- Sound judgement, initiative and the ability to work both independently and collaboratively.
- Proficiency in Microsoft Office and experience with library/museum management systems.

It would be great if you also brought:

- Experience with SirsiDynix Library Management System or similar.
- Skills in desktop publishing and content creation (e.g. InDesign, Photoshop).
- Budget management experience.
- Familiarity with record keeping systems, especially in a local government setting.

How to apply:

By clicking the 'apply' button, you will be directed to the City of Belmont's employment page, where you can access the position description. Please enter your details, upload your current resume and cover letter. Please complete the questionnaire, then submit your application.

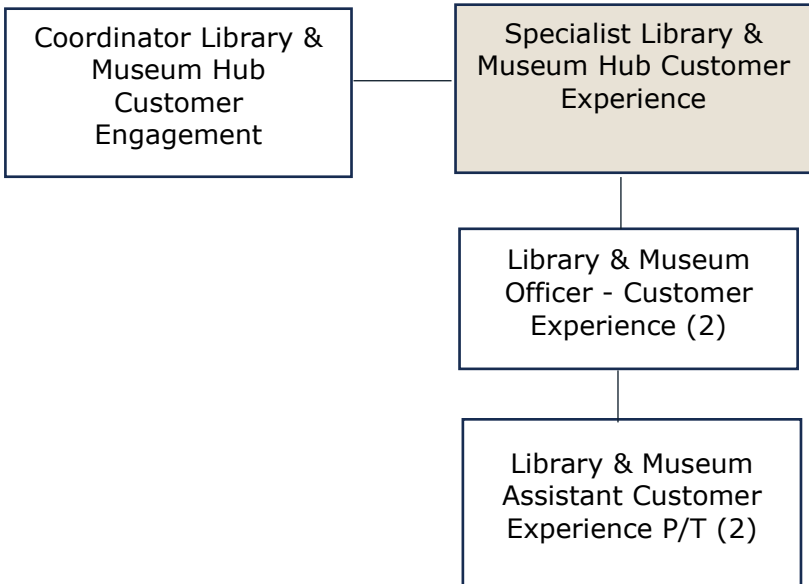
Applications close: 5:00 pm, Sunday, 28 September 2025.

Please note: Applications are considered as they are received, and interviews will be arranged accordingly. The City reserves the right to close adverts early; early applications are encouraged.

The City of Belmont is an equal opportunity employer dedicated to diversity in the workplace. We provide merit-based employment opportunities to people without regard to race, gender, ethnicity, disability, age, religion or sexual orientation. We encourage applications from an Aboriginal and Torres Strait Islander heritage, people with disabilities, and people from culturally diverse backgrounds to explore the opportunity of a career at the City of Belmont. If you require additional support or adjustments regarding interview arrangements, please advise in advance.

For more information on eligibility requirements and to apply for this position, please visit www.belmont.wa.gov.au. Further assistance with your application is available by phoning 08 9477 7217.

Position Description

Position Information	
Job Title: Specialist Library & Museum Hub – Customer Experience Position Number: 447 Last Reviewed: 09/25	Division: Development and Communities
Department: Library, Culture and Place Section: Library & Museum Services	Location: Library and Museum Hub
Status: Full time	Classification: Level 5 City of Belmont Inside Workforce Industrial Agreement 2023 or its replacement
Our Vision	
Our Vision is to be home to a diverse and harmonious community, thriving from the opportunities of our unique, riverside City.	
Our Values	
In everything we do, we will keep to a set of values that guides our attitudes and behaviours. Teamwork: People building relationships to work together to achieve common goals. Leadership: To focus and inspire people to achieve. Integrity: To act in an honest, professional, open and accountable manner. Innovation: To create new, innovative and alternative ways of working. People Focus: To work safely. To communicate and consult in order to understand people's needs.	
Organisational Relationship	
 <pre> graph TD A[Coordinator Library & Museum Hub Customer Engagement] --- B[Specialist Library & Museum Hub Customer Experience] B --- C[Library & Museum Officer - Customer Experience (2)] C --- D[Library & Museum Assistant Customer Experience P/T (2)] </pre>	
Position Objectives	
To plan, promote and implement a wide range of dynamic community focused library and museum programs and activities to meet the needs and expectations across a broad spectrum of community members.	
Principle Duties and Responsibilities	
<ul style="list-style-type: none"> In consultation with the Coordinator Library and Museum Hub, oversight the day-to-day activities of the Customer Experience team to ensure that the appropriate service levels are maintained to effectively meet operational needs and performance targets. In consultation with the Coordinator Library and Museum Hub, develop and deliver a wide range of dynamic library and museum programs and activities through the monitoring of current usage 	

patterns, analysing survey results and benchmarking data, ensuring programs and activities remain engaging, relevant and suitable to support community interests and needs.

- In consultation with the Coordinator Library and Museum Hub, effectively manage the day-to-day activities and training of staff, work experience students and volunteers to ensure that the appropriate service levels are maintained to effectively meet operational needs and performance targets.
- Liaise with the Coordinator Library and Museum Hub on the development of material and promotional activities aimed at maximising audience numbers and participation rates where possible, in Library and Museum programs and activities.
- Assist the Coordinator Library and Museum Hub with relevant research and administrative tasks as required including review of relevant policies and procedures, preparation of reports and proposals and collation of relevant statistical data, highlighting issues and identifying trends as appropriate.
- In consultation with the Coordinator Library and Museum Hub, participate in relevant financial activities including seeking potential grant opportunities and overseeing relevant financial requisition processes including management of budget allocations for operational related expenditure and providing input to the annual budget as required.
- Establish and maintain internal and external networks and stakeholder relationships related to customer experience, to maximise the overall operational effectiveness of the Library and Museum service.
- Attend to public enquiries as necessary and act as first point of contact in resolving relevant customer complaints and issues including basic troubleshooting, referring the more complex or serious issues to the Coordinator Library and Museum Hub as appropriate.
- Regularly review and update as required relevant instructions and guidelines for staff and customers to ensure they are provided with sufficient information to easily access required Library and Museum resources.
- Provide daily backup and support on the circulation floor and as required, undertake leave relief for other Specialist positions ensuring specialist programmes and staff supervision meets operational requirements.
- In consultation with the Coordinator Library and Museum Hub, oversight the Library and Museum's daily security and safety requirements including opening, closing and securing the Library and Museum and liaising with the City's Community Safety team, security contractors and Police as required.
- Provide daily backup and support on the circulation floor and as required, undertake leave relief for other Specialist positions ensuring specialist programmes and staff supervision meets operational requirements.
- Attend relevant internal and external meetings and workshops as required, ensuring the Coordinator Library and Museum Hub is kept informed of any significant outcomes.
- Demonstrate leadership in Equal Opportunity and Diversity within the work area and ensure the working environment is free from discrimination, harassment and bullying.
- Effectively supervise and promote compliance with Occupational Safety and Health and Environment policies and procedures to maintain safe work practices and a safe working environment, whilst protecting the environment and ensuring prevention of pollution.
- Effectively encourage recommendations to improve systems, policies and practices to ensure the continuous improvement of the City's Business Management System.
- Exercise appropriate authority whilst acting in the best interests of the City, its Customers and the Community, meeting legislative and operational requirements.
- Undertake other duties, within the scope and level of this position as directed by the Coordinator Library and Museum Hub.

Position Requirements

Essential

- Possession of, or progress towards a relevant qualification in Library and/or Business Studies or recognised equivalent, or comparable relevant experience.
- Extensive experience in successfully planning, sourcing, promoting and delivering a diverse range of programs and workshops for a mix of age groups within a library, museum or similar environment.
- Demonstrated experience and knowledge in the application and integration of emerging and existing technology to support a broad range of activities and programs relevant to libraries and museums or similar, including working knowledge of mobile devices and their application to program delivery.
- Demonstrated ability to effectively supervise and train staff and volunteers.

- High level interpersonal, conflict resolution and negotiation skills with the ability to communicate with a wide range of people and groups to ensure delivery of a high level of customer service.
- Sound research and written communication skills with the ability to write letters, reports and submissions.
- Good organisational and administrative skills with the ability to effectively prioritise multiple projects and coordinate conflicting priorities to meet strict deadlines and organisational objectives and the ability to apply attention to detail and complete tasks with a high level of accuracy.
- Ability to exercise initiative and good judgement when required.
- Ability to work effectively both as a member of a team and autonomously, under minimal supervision.
- A good understanding of Occupational Safety and Health requirements, as they relate to this position.
- Ability to utilise personal computer applications, in particular the Microsoft Office suite of products (i.e. Word, Excel, Outlook), Point of Sale (POS) systems and demonstrated knowledge and experience with automated museum/library management systems.
- Possession of, or the ability to acquire, a current motor vehicle driver's licence.
- Possession of, or the ability to acquire, a satisfactory National Police Clearance Certificate (dated within the last twelve months) as well as a satisfactory Working with Children Clearance.

Desirable

- Previous experience or exposure to the Symphony Library Management System or similar and in particular Enterprise Portfolio.
- Demonstrated desktop publishing and content management experience in particular InDesign, Adobe Photoshop, ONELAN.
- Exposure to budget processes and management.
- An understanding of record keeping requirements and systems preferably within a Local Government environment or similar.

Conditions

- It is a requirement of this position that the corporate uniform is worn per City Policy at all times whilst on duty.

Work Pattern

Work Pattern	Start/Finish times	Hrs worked	Break
Thursday	8.00 - 5.00	8.5	0.5
Friday			
Saturday			
Sunday	12:45 - 4:15	3.5	0
Monday	8.00 - 5.30	9	0.5
Tuesday	8.00 - 5.00	8.5	0.5
Wednesday	8.00 - 5.00	8.5	0.5
Total		38	