



Library Specialist - Children and Families

Are you passionate about early literacy, community engagement, and creating inclusive learning experiences for families and children?

The opportunity

Wollongong City Libraries is seeking a dynamic and dedicated **Specialist** to join our Community Connections team. This role is central to delivering high-quality programs and services that inspire lifelong learning, creativity, and connection across our diverse community.

In this role, you will lead the development, delivery, and evaluation of children's programming, including early literacy initiatives, school holiday activities, and special events like Book Week. You'll champion child safety within our libraries and build meaningful partnerships with local organisations such as early childhood services, schools, and community groups.

You will play a key role in designing and delivering **inclusive programs that support and celebrate families in all their diversity**—ensuring our libraries are welcoming, engaging, and empowering spaces for every child and caregiver.

This is a Permanent Full-Time position. Salary from \$92,236.46 up to \$106,378.28 per annum plus superannuation (Salary package will be assessed based on skills, experience and qualifications). This role requires the successful applicants to work on a 7-day roster (weekend and evening work will be required). This is a hands-on role, applicants must be physically capable of undertaking manual tasks relating to the role. You may be required to work across any of our seven libraries across the Wollongong Local Government Area, dependent on operational requirements.

Under Part 2, Section 6 of the Child Protection (Working With Children) Act 2012, this position has been designated as requiring a paid Working With Children Check.

Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the Selection Criteria as outlined overleaf.

Contact Sarah Howes, Service Team Leader - Community Connections and Learning, on (02) 42277844 for questions related to the job

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the Talent Acquisition Team on (02) 4227 7065.

Applications close 11:59pm, Monday 4 August 2025.



How you'll make a difference

As the **Specialist - Children and Families**, you'll play a vital role in shaping the way children and families experience our libraries. You'll:

- **Create magical moments for young minds** by designing and delivering fun, educational early literacy programs that spark curiosity and foster a love of reading.
- **Champion inclusive programming for diverse families**, ensuring all children and caregivers feel seen, supported, and inspired.
- **Work hand-in-hand with passionate colleagues and community partners** to bring inclusive, high-impact programs to life—making our libraries vibrant hubs of learning and connection.
- **Empower your teammates** by sharing your expertise in early literacy and child engagement, helping build their confidence and skills through training and support.
- **Be the face of Wollongong City Libraries** in community forums and partnerships, advocating for literacy, inclusion, and lifelong learning.
- **Use data to make a difference**, analysing program outcomes to continuously improve and align with our strategic goals.
- **Live our values every day**, ensuring everything you do reflects Council's commitment to Respect, Integrity, OneTeam, Sustainability, and Courage.
- **Champion child safety and inclusion**, creating welcoming spaces where every child and family feels safe, valued, and inspired.

About you

You bring both heart and expertise to your work, thriving in collaborative environments with a strong grasp of early literacy and hands-on experience delivering impactful children's programs. With a degree in a relevant field—such as Education, Social Work, Early Childhood—you're committed to learning and community development.

You're confident in engaging stakeholders and passionate about supporting children and families. Your excellent communication skills help you build respectful relationships with families, colleagues, and community partners. You prioritise child safety, ensuring every child feels safe and supported in our spaces. Driven by professional growth, you continually seek ways to innovate and stay current with best practices.

Selection Criteria

Wollongong City Council uses a Merit based recruitment process. Please respond to each question below, describing how you meet this requirement and using examples where possible of how you have demonstrated the particular skill, attribute, knowledge or expertise. Please be clear and to the point

1. Outline your degree or higher qualification in a relevant field. (ie. Education, Social Work, Early Childhood) **and** how it relates to this role.
2. Describe a time when you worked collaboratively with a team to deliver a community program or service. How did you contribute to the team's success, lead or support others, or help solve a challenge?
3. Describe a time you partnered with a community organisation (e.g. library, cultural, education, or community services) to deliver a successful program—such as one supporting diverse families or early literacy. How did you ensure it met the needs of both the community and the partner?
4. Detail how you have used customer or community feedback to evaluate and improve a program or service.
5. Wollongong City Council is committed to being a child safe organisation. Keeping children and young people safe is everyone's business. What is your understanding of child protection relating to this position?



Why you'll love working here

We're values based, and purpose-led

We care about our community and want to create an extraordinary Wollongong, guided by our values of Courage, Integrity, Respect, Sustainable and One Team.

Make a difference in your community

You'll be part of a team that makes a positive impact through the services they provide, the infrastructure they build and the community they create.

Be your authentic self

Our strength is the diversity of our people. Council is an inclusive workplace where everyone is welcome, valued and belongs.

Grow capability and opportunity

We'll invest in you to develop the next generation of leaders who'll deliver services, projects and infrastructure that can only be found in large complex organisations.

Create local and industry connections

As part of a large and complex Council in a major city, you'll establish networks with a range of Local Government Industry peers, bodies, associations and organisations.

Career growth and recognition

Reward and recognition, corporate learning opportunities, study assistance, and leadership development programs to help you grow and succeed.

True work-life balance

We know you work hard, and we make sure that effort is rewarded with real flexibility. Our hybrid work options, flex-time, and rostered days off mean you can maintain balance with family and enjoying our coastal lifestyle, while delivering great outcomes for community.

Great working conditions

Enjoy a 35-hour work week, or a 9-day fortnight with a regular rostered day off (RDO).

Generous leave provisions

Five weeks of annual leave per year (pro rata) and access to long service leave after just five years.

Health, safety, and wellbeing

We prioritise a safe workplace for everyone, every day, everywhere. Our wellbeing programs support mental, physical and social wellbeing of our people to be at their best and include an Employee Assistance Program, skin and hearing checks, vaccinations, and discounted gym memberships.

A vibrant social culture

We have a thriving Social Club hosting a range of fun activities year-round from trivia to happy hour events, themed nights and more. There's a dedicated social space with table tennis, pool table and shared break out areas.



How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions.

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

More information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.
- Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.
- Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.





POSITION DESCRIPTION

POSITION NAME: Specialist

DIVISION: Library & Community Services **BRANCH:** Wollongong City Libraries

SUPERVISOR'S TITLE: Service Team Leader

FUNCTION & PURPOSE

Wollongong City Libraries (WCL) is a dynamic and valued service of Wollongong City Council. This role contributes to creating an Extraordinary Wollongong through planning and delivering specialised programs, projects and services that meet Council's commitment to creating a community that is informed, engaged, creative and connected. WCL engages with our diverse community across seven library sites (at Helensburgh, Thirroul, Corrimal, Wollongong, Warrawong, Dapto, Unanderra) to facilitate reading, lifelong learning, creativity and inclusion, providing access to a range of services that meet the changing needs of our community.

The role includes specialist functions in several streams of WCL operations, such as Local Studies; Community Connections and Learning/Inclusion; Quality and Development; and the Professional Development of the libraries' team. It actively contributes to the achievement of Wollongong City Libraries' strategic goals, to ongoing innovation within the sector and to promoting positive relationships and communication between Council and the community.

This role reports to a Service Team Leader or Coordinator and works collaboratively across the WCL team; Library and Community Services Division and Council; as well as with volunteers and community partners. This role is responsible for day-to-day decisions about services and programs and for effective implementation of policies, procedures and practices that promote diversity, inclusion and belonging and maintain quality service standards.

This role will support the Service Team Leader or Coordinator and take on their duties in their absence as required.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Contribute to the development, delivery, evaluation, improvement and reporting of Wollongong City Libraries (WCL) services to achieve the strategic outcomes identified in Council's Community Strategic Plan; the WCL Strategy; and annual operational and business plans
2. Work collaboratively with internal and external partners to plan, promote, deliver and evaluate high- quality services, learning experiences, programs and/or events across WCL that address diverse customer, community, stakeholder and business needs
3. Support the Service Team Leader or Coordinator and WCL team in the delivery of key operational outcomes
4. Contribute to the delivery of continuous improvement actions and initiatives across WCL
5. Provide specialist knowledge to support the development, delivery, maintenance, accessibility and promotion of high-quality library resources, across physical and digital media and/or to support customer access to eServices
6. Contribute to WCL staff engagement, learning and professional development
7. Work across library locations and perform other duties as required, including night and weekend rosters

8. Contribute to Council's Purpose, act in accordance with organisational values and deliver on 'our promise' to the community
9. Promote Council and the L&CS Division as professional, committed and customer-focused by providing high level communication, consultation, and quality services

WHS Responsibilities

10. Follow WHS policies and procedures and not, intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare under WHS legislation;
11. Identify, and report hazards and any unsafe acts;
12. Apply WHS policies and procedures to self and others to take reasonable care for the health and safety of people who are at the employee's place of work who may be affected by the employees acts or omissions at work;
13. Complete required WH&S documentation relevant to the work activity performed at council;
14. Co-operate with employer to enable compliance with any reasonable request relating to WHS;
15. Participate in the consultative process on WHS matters;
16. Participate in risk assessments activities relating to the work activity performed at council;
17. Take notice of information and participate with WHS training provided.

WORKING RELATIONSHIPS

INTERNAL

Wollongong City Libraries Manager
Library Management Team
Library & Community Services staff
Council staff
Volunteers

EXTERNAL

Members of the public
Local organisations and community groups
Other library services
State Library NSW

PERSON SPECIFICATION

1. Completion of a degree or higher qualification in a relevant field.
2. Well-developed written and verbal communication skills with a demonstrated ability to collate, analyse, and report on data in a clear, concise and professional manner.
3. Demonstrated sound experience of library, cultural, creative, education or community services environments and the role of public libraries in the delivery of these services to the community
4. Demonstrated ability to plan, deliver and evaluate high-quality services, learning experiences, programs and/or events that address diverse customer, community, stakeholder and business needs
5. Well-developed interpersonal skills that foster effective teamwork and constructive working relationships with a diverse range of internal and external stakeholders that includes customers, WCL staff, community groups, volunteers and other groups and Divisions of Wollongong City Council
6. A demonstrated commitment to ongoing professional development and best practice and willingness to adapt to a changing environment, maintaining up-to-date knowledge of services and technologies.
7. Experience of professional standards and practices relating to customer services; policies, practices and procedures; and data management systems.
8. Apply and demonstrate Council's values of Respect, Integrity, OneTeam, Sustainability and Courage.
9. Demonstrated understanding of WHS principles
10. Must hold a Working with Children Check.

This Position Description applies to the following positions:

P15052: Specialist - Local Studies
P28866: Specialist - Professional Development
P15015: Specialist - Community Connection & Learning
P28857: Specialist – Children and Families
P28858: Specialist - Service Quality & Development