



## Continuous Improvement and Quality Specialist Library Services

### About the role

Wollongong City Libraries (WCL) is a dynamic service of Wollongong City Council. Our goal is to create a world-class library service that empowers people through lifelong learning, resources, information, and experiences.

We are looking for a Continuous Improvement Specialist to collaborate in a small high-performing team focused on the ongoing Quality and Development improvements within library services. Along with your communication skills, knowledge of service improvement and evaluation, and proven customer service skills, you will work to achieve the strategic goals of WCL. [Wollongong-City-Libraries-Strategy-2024-2028.pdf \(nsw.gov.au\)](#)

This team-oriented role focusses on the review of service provision, customer experiences and identifies opportunities for development, growth, and change across the seven libraries.

This role is based in Wollongong City Library, with the flexibility to travel and work from all library locations as required.

Under Part 2, Section 6 of the Child Protection (Working with Children) Act 2012, this position has been designated as requiring a paid NSW Working with Children Check. Applications are required to provide a NSW Working with Children Check applications/clearance reference number to their application.

This is a Permanent Full-Time role, salary: \$84,902.61 up to \$98,533.28 per annum plus superannuation (*Salary package will be assessed based on skills, experience and qualifications*)

### Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the essential requirements as outlined on Page 3

Contact Lindsay Carapella, Coordinator Service Quality + Development, on (02) 4227 7366 for questions related to the job

**Applications close 11:59pm, Monday 27<sup>th</sup> May 2024.**

## What you will be doing:

- You will work collaboratively within all areas of Library services using evidence-based practises to identify, quantify and deliver service quality improvements that enhance staff experience as well as improve customer engagement with the libraries.
- You will support the assessment, development, and implementation of new ideas, tools, plans and policies to meet and measure customer's evolving expectations as well as service quality improvements supporting staff and volunteers.
- This position plays a vital role in developing and maintaining Library process and procedures, as well as being responsible for collecting, analysing, and reporting library statistical data.
- Library customer service is a component of this role.

## About you

With your eagerness to provide exceptional service for our community, you will bring your passion for Customer Service and Continuous Improvement. You'll work autonomously and with our small dynamic team to meet the goals and high-quality services of WCL.

## Essential Requirements

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As part of your application, you will be prompted to answer some essential requirements of the position. Please provide your responses in the text boxes provided on Step 3 of the application process.

### Essential Requirements of this Position:

1. Detail your degree level qualification and how its relevant to the position.
2. Tell us about your experience in driving continuous improvement initiatives within the community services sector.
3. Can you provide an example of a service evaluation initiative you have provided - What steps did you take to identify areas for improvement, implement process enhancements, and measure the impact on service quality?
4. Tell us about a time where you effectively utilised communication strategies to manage stakeholders and enhance service quality.
5. How did you leverage analytical insights to inform decision-making and drive improvements in service delivery.
6. Provide an example of where you actively implemented and promoted child-safe practices within an organization?
7. Tell us about a recent service improvement you have made which incorporates Equal Employment Opportunities, inclusion and diversity, reconciliation or social justice



# Why you'll love working here

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## We're a values based, purpose-led organisation

We care about our community. We're working toward our purpose 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

Wollongong offers a coastal lifestyle with all the benefits of a major city. As part of a large and complex Council, you'll also establish networks with Local Government Industry peers, bodies and associations.

## Other benefits:

- You'll enjoy a 35 hour week, with the option of flexible working arrangements such as flex time.
- Generous leave provisions including 5 weeks annual leave per year and Long Service Leave after 5 years.
- We're committed to providing a safe working environment for all (everyone, every day and everywhere) and provide wellbeing programs to support the mental, physical and social wellbeing of our staff to be at their best.
- Access to Fitness Passport.



## Next steps

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Get in touch for more information. Contact Lindsay Carapella, Coordinator Service Quality + Development, on (02) 4227 7366 for questions related to the job.

All enquiries are confidential.

**Applications close 11:59pm, Monday 27<sup>th</sup> May 2024**

Internally, this job is known as: Specialist - Service Quality and Development

### How to apply:

Click apply and submit your up to date resume and answer the essential requirements of the role.

Your application will then be reviewed by a selection panel. 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 relief roles.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Criminal History and Working with Children Check. Employment is subject to clearance of all these checks.



## **JOB DESCRIPTION**

<b>POSITION NAME</b>	Specialist
<b>DIVISION</b>	Library & Community Services
<b>SUPERVISOR'S TITLE</b>	Service Team Leader
<b>BRANCH</b>	Wollongong City Libraries

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### **FUNCTION & PURPOSE**

Wollongong City Libraries (WCL) is a dynamic and valued service of Wollongong City Council. It plays a core role in 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 through seven local library sites (Helensburgh, Thirroul, Corrimal, Wollongong, Warrawong, Dapto, Unanderra) engages with our diverse community across multiple locations 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 the Service Team Leader 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 (STL) and take on STL duties in their absence as required.

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### **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 and WCL team in the delivery of key operational outcomes
4. Contribute to the delivery of continuous improvement actions and initiatives across WCL
5. Contribute specialist knowledge to support the development, delivery, maintenance, accessibility and promotion of high-quality library resources, across physical and digital media and to support customer access to e-services
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. Demonstrate Council's organisational values, as well as practices that reflect the principles of EEO, inclusion, reconciliation and social justice
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**

1. 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.
  2. Identify, and report hazards and any unsafe acts.
  3. Apply WHS policies and procedures to self and others to take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions at work.
  4. Complete required WHS documentation relevant to the work activity performed at Council.
  5. Cooperate with Council to enable compliance with any reasonable request relating to WHS.
  6. Participate in the consultative process on WHS matters.
  7. Participate in risk assessment activities relating to the work activity performed at Council.
  8. Take notice of information and participate with WHS training provided.
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## **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
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## **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 understanding 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. Highly 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. Demonstrated values-based practice, that reflects commitment to the principles of EEO, inclusion, reconciliation and social justice.
  9. Must hold a Working with Children Check.
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This Job Description applies to the following positions:

Specialist - Local Studies Specialist

Specialist - Community Connection & Learning Specialist

Specialist – Service Quality & Development

Specialist - Professional Development

Specialist - Community Connection & Inclusion