

JOB DESCRIPTION

POSITION NAME	Coordinator Wollongong City Libraries
DIVISION	Library & Community Services
SUPERVISOR'S TITLE	Wollongong Cities Libraries Manager
BRANCH	Wollongong City Libraries

FUNCTION & PURPOSE

This role contributes to creating an Extraordinary Wollongong by coordinating dynamic library services within one of several key Wollongong City Libraries' (WCL) business streams and across multiple library locations, to meet the diverse needs of the Wollongong community. It plans, leads and coordinates customer-focused services in functional areas that range from frontline services at local library sites; through services and programs that promote Community Connections and Inclusion; to Service Quality and Development; and to Local Studies and Collection services.

This role leads a team of staff and reports to the Wollongong City Libraries Manager. It works collaboratively across the WCL team; Library and Community Services Division and Council; as well as with volunteers, suppliers, and community partners. This role actively contributes to the development and achievement of Wollongong City Libraries' strategic goals and pursues service quality and innovation. It is accountable for decisions about service and program delivery, financial and human resources and for the realisation of policies, procedures and performance objectives within the team that they manage.

This role contributes to the broader L&CS Division leadership team, provides support to the Wollongong City Libraries Manager and acts as Manager as required.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Co-ordinate the development, delivery, review and reporting of Wollongong City Libraries' (WCL) strategic outcomes and initiatives, as identified in Council's Community Strategic Plan; the WCL Strategy; and annual operational and business plans
2. Support Service Team Leaders and Specialists to develop, monitor and implement annual Service Delivery Plans and individual Work Plans to consistently deliver quality customer services, initiate community connection and learning programs, manage collections, deliver local studies services and implement service quality and development programs, that address the diverse needs, expectations and aspirations of the local community.
3. Lead and contribute to the achievement of WCL business outcomes that are developed collaboratively within the Library Leadership Team.
4. Promote a culture of continuous improvement, efficiency, sustainability, innovation and excellence in customer service.
5. Lead and manage the recruitment, professional development and performance of the team, volunteers and individuals in accordance with organisational policies, procedures and practices.
6. Encourage and build positive working relationships to facilitate a constructive and productive workplace and support the team to meaningfully engage in change.

7. Promote Council and the Division as professional, committed and customer-focused through excellence in communication, consultation, and service delivery.
8. Oversee the development and implementation of innovative solutions, in consultation with a range of stakeholders, that promote diversity, inclusion and belonging for all members of the community.
9. Prepare business cases and grant applications to support new initiatives within a context of sustainability.
10. Analyse, evaluate and report on statistical data, technologies and systems, making recommendations, developing strategies and implementing solutions for continuous improvement.
11. Coordinate responses to customer feedback and negotiate satisfactory outcomes and formal responses in line with organisational policies and procedures.
12. Develop, monitor and review budgets and plans.
13. Apply the principles of EEO, cultural diversity and ethical practice in all aspects of service leadership and management
14. Demonstrate the application of Council's Purpose, Values and goals through effective decision making, practices and behaviours.

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 are at the employee's place of work who may be affected by the employees acts or omissions at work;
4. Complete required WH&S documentation relevant to the work activity performed at Council;
5. Co-operate with employer to enable compliance with any reasonable request relating to WHS;
6. Participate in the consultative process on WHS matters;
7. Participate in risk assessments activities relating to the work activity performed at Council;
8. Take notice of information and participate with WHS training provided;
9. Supervise the employees in their work area to ensure their work activities are being undertaken in compliance with policies, procedures and relevant documentation;
10. Provide leadership and set an example with regard to WHS in the workplace;
11. Assist in the development and review of work procedures relevant to the work activity in line with the management system;
12. Ensure employees are provided with adequate and accessible information and training regarding WHS at council (including providing feedback to employees and dealing with their WHS issues in a timely manner;
13. Actively participate in returning employees to work through the Return to Work program;
14. Assist in verification activities to ensure the management system is implemented and functioning for their work area;
15. Ensure adequate resources are provided (within delegated authority or by referral to middle and/or senior management) to support the management system;
16. Ensure employees are made accountable with regard to their WHS roles and responsibilities.

WORKING RELATIONSHIPS

INTERNAL

- Wollongong City Libraries Manager
- Library Management Team
- Divisional 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
- Suppliers, contractors, Local Government agencies

PERSON SPECIFICATION

1. Completion of a degree or higher qualification in a relevant field.
2. Demonstrated ability to apply Council's Values of Respect, Integrity, OneTeam, Sustainability and Courage and to lead a team in applying these values in day to day service delivery
3. Demonstrated experience leading, managing and motivating people with a proven ability to coach and develop team and individual capabilities.
4. Capacity to lead delivery of a spectrum of services that promote diversity, inclusion and belonging.
5. Demonstrated ability to implement and monitor WHS systems, policies and procedures.
6. Advanced written and verbal communication skills, including high level negotiation skills.
7. Well-developed leadership and interpersonal skills that foster effective performance and working relationships.
8. Demonstrated capability in project management, budgeting and strategic planning.
9. Knowledge of current trends and issues in customer service and libraries, best practice and technologies.
10. Ability to design innovative services, programs and projects, based on research, data collection and analysis and an understanding of marketing principles
11. Extensive knowledge of professional standards and practices relating to library, cultural and creative services; policies, practices and procedures; data management systems; data collection systems; and technologies to enable service evaluation and continuous improvement.
12. Demonstrated ability to implement and monitor WHS systems, policies and procedures.
13. Must hold a Working with Children Check.

This Job Description applies to the following positions:

Coordinator Library Operations South
Coordinator Library Operations North
Coordinator Community Connection & Learning
Coordinator Service Quality & Development
Coordinator Collections & Local Studies