



Manager Library Services



Division	Community, Planning & Environment
Group	Liveable Communities
Section	Library Services
Reports to	Group Manager Liveable Communities
Direct reports	4-8
Grade	J

Position Purpose

This position provides strategic leadership to deliver innovative, user-centred library services that respond to the diverse needs of the community. It ensures libraries are inclusive, welcoming and accessible spaces that promote lifelong learning, literacy, creativity, and community connection. The Manager will work with the Liveable Communities team to plan, develop and implement activities and facilities that enrich community life now and into the future.

Core Functions

- Provide strategic leadership to deliver innovative, user-centred library services that reflect community needs.
- Lead, coach and support library team to deliver high-quality serviced and value to stakeholders.
- Plan and deliver contemporary library services, collections, programs, and resources that support education, culture, recreation, and social outcomes.
- Develop and monitor KPIs and service standards to ensure excellence and continuous improvement.
- Plan, deliver and evaluate technology driven programs, workshops and events that foster digital literacy and innovation
- Identify opportunities to enhance services, build regional partnerships, and strengthen community engagement.
- Manage projects, budgets, staffing, and resources to ensure efficient and sustainable operations.
- Promote library services through targeted marketing, advocacy, and community activation initiatives.
- Support business improvement in systems, policies, and processes to ensure best-value services.
- Monitor and report on service delivery, maintaining awareness of emerging library trends and efficiencies.
- Any other related duties as directed, within the skills and scope of the role.

Management functions

- Model Council's organisational values and expected behaviours at all times setting a strong example for the team and the rest of Council.
- Ensure your team are delivering on the community strategic plan, delivery program and operational plan.
- Review team and individual performance, addressing any concerns in a timely manner.
- Promote a culture of continuous improvement and innovation including system and process improvements and changes to policy/practice to support the effective delivery of high quality and best value services.

MANAGEMENT ROLE

- Develop, mentor, coach and empower staff to build a high-performance team culture.
- Manage team plans and budgets to ensure resources are allocated to achieve organisational priorities, goals and objectives.
- Work across Council to encourage cross-divisional cooperation and collaboration to achieve best value for money and high quality outcomes for the community.
- Lead and inspire change across the organisation empowering employees, fostering cooperation and professional growth.
- Ensure teams receive communications and are actively engaged in training and initiatives.

Essential requirements

- Tertiary qualifications in Library and Information Services or a related field, with eligibility for professional membership of the Australian Library and Information Association (ALIA).
- A high level of practical, demonstrated experience in leading and managing library services or a comparable community-focused service.
- Demonstrated ability to plan, implement best practice policies, systems, and standards.
- Demonstrated experience in staff management, team development, and fostering a high-performance culture.
- Proven skills in project management, budget and resource management, and service planning.
- Highly developed communication, negotiation, and stakeholder engagement skills.
- Commitment to inclusive, customer-focused service delivery that meets diverse community needs.

Key challenges

- Balancing traditional library functions with emerging digital and community expectations.
- Building community partnerships and advocacy to maximise use and value of library services.
- Ensuring services remain relevant and responsive in the context of rapid technological and social change.

Our values

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values-based behaviours will form the basis for individual employee performance assessments.

We value

People

We respect all our people in their diversity, keep them safe and empower them to achieve their potential.

To live this value we:

- Seek to understand one another and our differences.
- Work in a safe manner and prioritise the safety of others.
- Support others when they need help or encouragement.
- Recognise the contributions and achievements of others.

Service to our community

We take pride in our meaningful work – serving all who live and work in and visit our community.

To live this value we:

- Put the community at the centre of everything we do.
- Treat everyone with the utmost respect.
- Act with patience and understanding.
- Are purposeful in building a better community.

Excellence

We have high standards and work with diligence and integrity, mindful of the impact of our actions.

To live this value we:

- Work and lead by example.
- Take responsibility for the quality of our work.
- Follow the law, rules, policies, guidelines, and the Code of Conduct.
- Constantly improve us, our work and our community.

Respectful and open communication

We engage with everyone thoughtfully and honestly.

To live this value we:

- Are truthful in all our interactions.
- Consider how our communication might affect others.
- Share information that might be useful or important to others.
- Listen to others with an open mind and ask questions when we don't understand

Working together as one

We collaborate and work together in our teams and across teams – united and connected.

To live this value we:

- Support our colleagues to help them succeed.
- Contribute to the success of our team.
- Collaborate with other teams and with stakeholders to achieve the best results.
- Support the organisation to achieve its goals.

Corporate responsibilities

Risk



- Actively identify and manage risks to support the safety of yourself and others, and safeguard Council's assets, reputation, and operations.
- Promptly report any new risks, incidents, or concerns to your manager.
- Conduct risk assessments diligently and responsibly, following Council's policies and procedures.

Conduct



- Comply with Council's code of conduct, policies and procedures
- Undertake duties within allocated delegations.
- Identify and report any potential discriminatory or inappropriate behaviours.
- Attend and actively participate in training programs.
- Work collaboratively fostering a positive workplace culture.
- Promote and support an inclusive workplace culture that values diversity and embraces the principles of equal opportunity.
- Make decisions in compliance with Council's policies and procedures and within delegations related to governance, people, procurement and financial management.
- Ensure team members comply with Council's code of conduct, policies and procedures.

Health, safety & wellbeing



- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect or risk the health and safety of other workers.
- Comply, so far as reasonably able, with any reasonable instruction given to allow compliance with WHS legislation.
- Understand and comply with policies and procedures relating to health and safety in the workplace.
- Immediately report all safety incidents and enter them into the Safety Reporting System.
- Induct new workers on safety policies and procedures relevant to the role and site.
- Provide leadership in all areas of safety and demonstrate due diligence.
- Acquire and keep current knowledge of work health and safety requirements and the nature of our operations and associated hazards and risks.
- Verify safety actions have been effectively implemented.

Capability framework



Workforce Leadership

Manage and develop people

Engage and motivate staff, develop capability and potential in others

Inspire direction and purpose

Communicate organisation goals, priorities and vision, and recognise achievements

Optimise workforce contribution

Hire and deploy people effectively, and apply sound workforce planning principles

Lead and manage change

Initiate, support and champion change assist others to accept and engage with change



Relationships

Communicate & engage

Communicate clearly and respectfully, listen, and encourage input from others

Community & customer focus

Commit to delivering customer and community focused services in line with strategic objectives

Work collaboratively

Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity

Influence and negotiate

Persuade and gain commitment from others, and resolve issues and conflicts

Document endorsement

People, Safety & Performance

HR Account Manager

Name

Lauren Mudie

Date

5/09/2025

Group Manager

Liveable Communities

Name

Lucilla Marshall

Date

2/09/2025

Director

Community, Planning & Environment

Name

Melissa Watkins

Date

2/09/2025

I have read and understand the contents of the position description and acknowledge that this is intended to be a general description only which may evolve and change over time in response to changing strategic and operational requirements.

I will comply with all responsibilities and behaviours and undertake the core functions of the role as described noting that this is not intended to be interpreted as an all-inclusive list of the position tasks.

Employee name

Employee signature

Date