

Library Services Coordinator

Position Description

Directorate	Community and Environmental Services	Department	Cultural Services
Reports To	Library Services Manager	Direct Reports	Yes
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services.	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Level 8

Position Purpose

This position will lead and coordinate the delivery of consistent, contemporary and dynamic library services to deliver positive customer experiences and high quality services to the community across the library network.

Key Responsibilities and Outcomes

As a Library Services Coordinator you will:

- Lead and coordinate the delivery of library services and programs, ensuring a consistency of services and customer experiences across the library network, and report on service outcomes.
- Develop and manage library service teams through a range of workforce management initiatives which drive a team culture of high performance and accountability.
- Collaborate with senior leaders and stakeholders in the review and development of services and programs.
- Provide leadership to library service teams in developing a customer centric culture of innovation, learning, continuous improvement, and service enhancement.
- Support Branch Leaders to monitor and review safety events and drive safety and risk management initiatives to ensure a safe environment for team members and customers.
- Coordinate the requirements for proactive and reactive facility maintenance for library branches to ensure the continuity of service delivery and amenity for customers and team members.
- Coordinate the planning and delivery of library facility improvement projects, ensuring buildings and spaces enhance customer engagement and experience.
- Provide expert advice in the development of library strategies, policies and processes, budgets and reporting to enhance customer service outcomes and to ensure current and future business needs are met.

Other information:

This role has an allocated suite of library branches and works in partnership with another Library Services Coordinator to deliver aligned services and customer experiences across the library network.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will shape the culture of the organisation by consistently role modelling the values expectations and behaviours and empower your leaders to do the same.

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

Decision Making

Budget

\$600,000

Delegations

Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Extensive knowledge and experience in the delivery of library services and generating positive customer experiences.
- Significant leadership skills with the ability to manage and resolve escalated issues, drive high performing and customer focused teams and develop team capabilities.
- Substantial experience in the development of individual and team capabilities that contribute to fostering a healthy, inclusive, and well-connected workplace.
- Demonstrated self-motivation, sound initiative and the ability to exercise judgement within the parameters of the role.
- Highly developed people and relationship skills with a demonstrated ability to work in a team environment and communicate and motivate effectively at all levels of the organisation.
- Ability to provide expert knowledge and develop high-quality business documentation including strategic plans, policies and budgets.

Qualifications

- Degree in Library Management or relevant discipline
- Current C Class licence.
- Current Confirmed Suitability for Child Related Employment from the Blue Card Services, Public Safety Business Agency (Working with Children Check) or ability to confirm suitability within two months of engagement.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.