



POSITION DESCRIPTION

Title	Service Unit Manager – Library & Customer Service
Position Classification:	Local Government (State) Award: Band / Level
Salary Range:	35 to 41
Status:	Full Time
Position reviewed on:	
Position reviewed by:	General Manager
Division:	Corporate Services
Department:	Library & Customer Service
Section:	Library & Customer Service
Reports to:	Director Corporate Services
Special Conditions	National Criminal Record Check (NCRC) This is a position requiring a Working with Children Check. Applicants will need to provide suitable identification and personal details and a valid Working with Children Check Clearance Number must be submitted with your application. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.

1. PURPOSE OF THE POSITION

To provide strategic leadership and accountability for Council's Library, Historical Services and Customer Service functions, ensuring services are integrated, customer-centred, financially responsible and aligned with Council's strategic priorities, community needs and statutory obligations.

The role leads service-unit business planning, performance reporting, governance, risk management, resource planning, stakeholder engagement and continuous improvement. Working through the Manager Library Services and Customer Service Coordinator, the role ensures high-quality service outcomes, accessible community-facing services and a consistent customer experience across relevant Council channels.

The role provides strategic advice to the Director Corporate Services, Executive Leadership Team and Council on service performance, emerging issues, service improvement opportunities and long-term planning for Library, Historical Services and Customer Service functions.

2. KEY RESPONSIBILITIES

2.1 Strategic leadership and service direction

- Lead the strategic direction of the Library, Historical Services and Customer Service service unit, ensuring priorities are aligned with Council's Community Strategic Plan, Delivery Program, Operational Plan and Corporate Services objectives.
- Translate Council priorities into clear service-unit goals, business plans, performance measures and improvement priorities.
- Provide strategic advice, reports and recommendations to the Director Corporate Services, Executive Leadership Team and Council on service performance, risks, trends and future service needs.
- Champion a service culture that is customer-centred, inclusive, accessible, evidence-informed and focused on community outcomes.

2.2 Integrated service planning and performance

- Develop, implement and monitor the service unit business plan, including service levels, workforce planning, financial planning, risk controls, service improvement initiatives and performance reporting.
- Establish clear performance expectations for library, historical services and customer service functions, ensuring outcomes are measured, reported and used to drive continuous improvement.
- Use data, customer feedback, service demand trends and community insights to identify opportunities to improve service access, responsiveness, efficiency and customer experience.

- Ensure service planning considers long-term community needs, asset implications, digital service opportunities and organisational sustainability.

2.3 Customer experience and service improvement

- Lead the development of a consistent customer experience framework for relevant Council touchpoints, including standards, escalation principles, performance measures and improvement priorities.
- Provide strategic oversight of customer service channels to ensure enquiries, service requests and complaints are managed consistently, professionally and in line with Council policies and community expectations.
- Work with internal stakeholders to improve end-to-end customer journeys, reduce avoidable service friction and strengthen accountability for timely resolution of customer matters.
- Sponsor technology, process and knowledge-management improvements that support accessible, efficient and consistent service delivery.

2.4 Library and Historical Services oversight

- Provide strategic oversight of Library and Historical Services through the Manager Library Services, ensuring services, programs, collections, facilities and partnerships align with Council priorities and community needs.
- Support the Manager Library Services to plan for future service models, community needs, facilities, resources, digital access and sector obligations.
- Ensure the Library and Historical Services function is appropriately governed, resourced and monitored, while maintaining the Manager Library Services' accountability for day-to-day operations, specialist library leadership, museums, heritage collections, Shorelink responsibilities and operational delivery.

2.5 Governance, risk and compliance

- Ensure appropriate governance, policy, risk, privacy, records, child-safe, WHS and compliance frameworks are applied across the service unit.
- Monitor key risks, issues and trends across Library, Historical Services and Customer Service and ensure timely escalation, mitigation and reporting.
- Ensure service-unit policies, procedures, delegations and reporting obligations are reviewed and maintained in line with Council requirements.
- Promote ethical, transparent and accountable decision-making across the service unit.

2.6 Stakeholder engagement and partnerships

- Build productive relationships across Council to support coordinated, timely and customer-focused service outcomes.

- Maintain strategic relationships with relevant government agencies, library networks, community organisations, service partners and stakeholders to support service improvement and community outcomes.
- Represent the service unit in internal and external forums, negotiations and consultations as required.
- Ensure community and stakeholder feedback informs service planning, performance monitoring and improvement priorities.

2.7 People leadership and resource management

- Lead, coach and support the Manager Library Services and Customer Service Coordinator to deliver agreed outcomes, manage performance and build team capability.
- Foster a constructive, collaborative, safe and accountable workplace culture across the service unit.
- Oversee service-unit budgets, resources and workforce planning to ensure services are delivered efficiently, sustainably and within approved parameters.
- Support change management across the service unit, ensuring staff are engaged, informed and equipped to deliver service improvements.

2.8 Other duties

Other duties may be allocated by the Director Corporate Services, consistent with the employee's skills, competence, training and experience.

Note: Key tasks include, but are not limited to, those tasks associated with each of the above areas of responsibility.

3. KEY CORPORATE RESPONSIBILITIES

3.1 Council's Vision and Core Values

Uphold and promote Council's Vision for making North Sydney a more satisfying place for people. Behave in a manner consistent with Council's Core Values:

- Provision of services to the community through co-operation and understanding.
- Responsive government based on open government and community participation.
- Honesty and integrity in all we do.
- Fairness and equity.
- Innovation and excellence.
- Responsive and responsible regulation.

3.2 Best Value and Continuous Improvement

Provide best value to the community by applying a continuous improvement philosophy. Identify ineffective and/or inefficient processes and recommend improvements. Capitalise on changes so as to increase effectiveness and efficiency. Undertake to learn from the workplace experience. Participate in learning and development activities as/when appropriate and then apply the learned skills/knowledge on the job. Identify and report to management any obligations, risks and opportunities facing Council.

3.3 Council's Policies and Procedures

Comply with all Council policies and procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed.

3.4 Customer Service

Promote a professional and positive image of Council in accordance with Council's Customer Service Policy. Take a pro-active approach to providing excellent customer service – to both internal and external customers.

3.5 Organisational Sustainability

Consider sustainability - economic, environmental, social and governance factors - in all activities and decision making in accordance with Council's Organisational Sustainability Policy and procedures.

3.6 Community Engagement

Comply with legislative requirements and Council's Community Engagement Policy and related procedures regarding the identification and implementation of consultation opportunities to ensure that stakeholders are consulted on matters of relevance to them. Ensure Council's Core Value of open government and community participation is upheld.

3.7 Record Keeping

Undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions.

3.8 Equal Employment Opportunity

Comply with the requirements of the Anti-Discrimination legislation and Council's Policies and Procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure a harassment-free workplace.

3.9 Ethical Conduct

Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.

3.10 Child Safe

Council fully supports the aims and objectives of *Children's Guardian Act 2019* (NSW) and associated provisions and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

3.11 Work Health and Safety

Observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Work Health and Safety.

Take appropriate action to ensure a safe and healthy working environment for self and others. In particular:

- participate in the identification and control of WHS risks in the workplace;
- support work colleagues when they return to work following injury/illness and cooperate with management in relation to changes which may need to be made in accordance with the Return-to-Work/Injury Management Plan;
- if injured, co-operate with management in developing/implementing the Return-to-Work/Injury Management Plans.

3.12 Statutory Obligations

Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.

3.13 Teamwork

Support and promote teamwork through:

- co-operation;
- communication;
- sharing of relevant information;
- provision of responsive and accurate advice;
- maintenance of effective liaison with other employees within own team and across Council as/when appropriate.

3.14 Financial Management

- Provide input into budget/operating plan and recommend objectives, in the area of responsibility, for inclusion in the Division's overall budget/operating plan and Management Plan.
- Manage financial performance against the budget/operating plan and act appropriately upon trends and variances in a timely manner to ensure the effective and efficient achievement of all budget and plan objectives.

3.15 Staff Management

- Manage the work environment within the span of control to ensure subordinate staff meets all Key Corporate and Operational Responsibilities.
- Take appropriate action to manage performance and behaviour in the workplace.
- Apply Council's Performance Management & Assessment process to provide feedback to employees.
- Ensure that each staff member has a set of key tasks/actions consistent with the services they provide. These must be reported on monthly.
- Ensure that all job descriptions for staff within the section are reviewed annually.

4. CONTACTS ARISING FROM THE POSITION

Reports to: Director Corporate Services

Supervises: Directly: 3

Indirectly: TBC

5. SELECTION CRITERIA

Essential

- A Bachelor's degree in business administration, library and information management or a related field OR significant experience within a leadership role in a related field is required.
- Strong experience in customer service delivery and/or library operations, including managing multi-channel service environments.
- Prior experience in a managerial or leadership role, demonstrating the ability to develop high-performing and agile teams.
- Strong organisational, project and risk management skills.
- Excellent communication, interpersonal and stakeholder management skills.
- Strong ability to adapt to changing circumstances and handle high pressure situations.
- Demonstrated experience in managing resources effectively including financial and workforce.
- Problem solving and decision-making abilities to address issues in a timely manner.
- Commitment to staying informed about emerging issues, industry trends, and best practices, and the ability to apply this knowledge to drive community satisfaction.

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee’s Name (printed)

Employee’s Signature Date