

POSITION DESCRIPTION

Coordinator Library Services



Directorate	Communities & Place	Position Number	300490
Branch	Community Life & Libraries	Position Status	Full Time
Section	Library Services	Position Grade	K
Reports to	Manager Community Life and Libraries	Band/Level	Band 3, Level 3
Direct reports	6	Award	Local Government (State) Award
Indirect reports	8		
Date Authorised	5/08/2026	Budget	\$AMT

PRIMARY PURPOSE OF THE ROLE

The Coordinator Library Services leads and manages the operational delivery of Wingecarribee Libraries, driving service excellence, innovation and community impact across library facilities, outreach services, collections, programs and partnerships.

The position is accountable for strategic and operational planning, service performance and continuous improvement, financial management, people leadership and organisational collaboration, ensuring library services contribute to Council's Community Strategic Plan, Delivery Program and Operational Plan. Guided by the Wingecarribee Libraries Plan, the Coordinator champions contemporary library practice, strengthens community participation and lifelong learning, and ensures libraries remain welcoming, inclusive and future-focused.

KEY ACCOUNTABILITIES

1. Provide strategic and operational leadership of Wingecarribee Libraries, ensuring services align with Council priorities, values and leadership expectation, and applying sector insight and professional expertise to shape service direction.
2. Lead and manage the ongoing development of a contemporary library service, including physical and digital services, customer experience, facilities, technology, communications, policies and service innovation
3. Lead the development and delivery of collections, programs, outreach and information services that support literacy, lifelong learning, inclusion, cultural participation and equitable access to knowledge
4. Manage budgets, grants, contracts, projects and resources to achieve sustainable, efficient and effective service delivery and responsible stewardship of public resource
5. Build and maintain strategic partnerships, professional networks and collaborative relationships that strengthen community outcomes, service delivery and advocacy for library services
6. Lead, develop and support a capable and accountable library workforce, setting clear expectations, managing performance, strengthening succession and capability, and leading staff effectively through service and organisational change.
7. Monitor and report on service demand, performance, customer feedback, risks and outcomes, using evidence, benchmarking and professional insight to identify and implement service improvements.

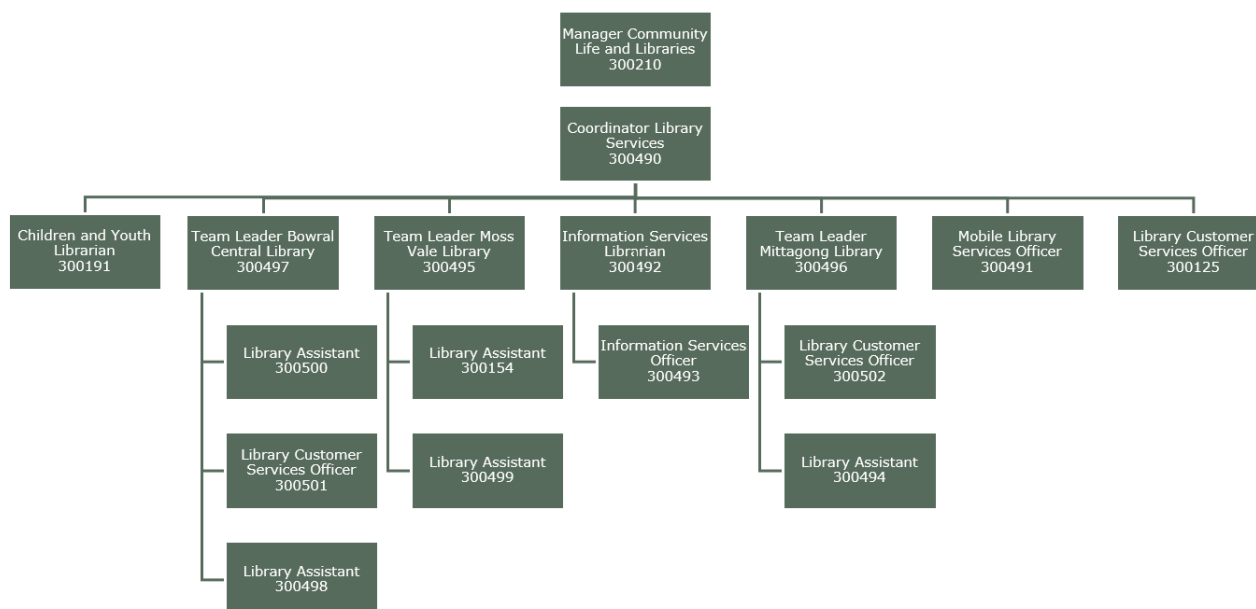
Note: This position description does not form an exhaustive list of your duties. An employee may be directed to carry out such duties that are within the limits of the employee's skills, competencies and training.

KEY CHALLENGES

1. Delivering contemporary, financially sustainable and customer-focused library services during a period of organisational transformation, financial constraint and increasing community expectations

2. Ensuring library services, programs, collections, technology and community spaces continue to evolve and demonstrate value in a rapidly changing environment.
3. Leading a diverse workforce through change while fostering innovation, accountability, continuous improvement and an exceptional customer experience

Directorate STRUCTURE



KEY RELATIONSHIPS

Internal

Who	Why
Library Staff including direct reports	Provide leadership, direction, coaching and support to build capability, drive performance and foster a positive, safe and customer-focused culture.
Managers and Executive	Provide strategic advice, insights and recommendations, and contribute to branch, directorate and organisational objectives.
Finance, Governance, Risk and People & Capability	Collaborate to ensure compliance with governance, financial, procurement, workforce, safety, risk management and legislative requirements.
Community Development and Events teams	Collaborate on community participation, cultural development, youth, inclusion, events and place-based initiatives that extend the reach and impact of library services.
Information Technology and Communications	Partner to deliver reliable digital services, technology solutions, customer experience initiatives and effective promotion of library services and programs.
Assets and Maintenance	Collaborate to plan, maintain and improve library facilities and infrastructure to support safe, accessible and contemporary community spaces.

External

Who	Why
Community and Library users	Build positive relationships, respond to community needs and feedback, and support high-quality customer experiences and community connection.
State Library of NSW	Ensure compliance with statutory obligations, professional standards and sector requirements, and access grant funding, resources and strategic support.
NSW Public Libraries Association and ALIA	Participate in sector networks, collaborative initiatives, resource sharing and professional development opportunities.
Library Suppliers, Contractors and Service Providers	Manage relationships to ensure the effective delivery of library resources, technology, programs and operational services

DELEGATIONS BY POSITION

Delegations for the position are listed in the Register of Delegations for Wingecarribee Shire Council and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

ESSENTIAL CRITERIA

1.	Degree or post-graduate qualification in Library and Information Management or equivalent providing eligibility for professional membership of the Australian Library and Information Association.
2.	Substantial experience in leading, coordinating and delivering contemporary public library services, including operational planning, service delivery, workforce leadership and continuous improvement.
3.	Demonstrated ability to lead, motivate and develop staff, fostering a culture of accountability, collaborative continuous improvement, customer focus and workplace safety
4.	Well-developed capability in service planning, project coordination, policy development and the implementation of service improvements and change initiatives.
5.	Demonstrated experience in budget management, resource planning, procurement and the identification and management of grant funding opportunities.
6.	Sound knowledge of contemporary public library practice and emerging sector trends, including collections, digital services, literacy and lifelong learning initiatives, community engagement and customer experience.
7.	Highly developed communication, stakeholder engagement and relationship management skills, with the ability to build effective partnerships and work collaboratively across the organisation and community.
8.	Well-developed analytical, problem-solving and decision-making skills, with the ability to interpret information, prepare reports and manage competing priorities.

ESSENTIAL REQUIREMENTS

- Ability to work flexible hours
- Hold and maintain C Class driver's licence
- Current Working with Children Check
- Being able to demonstrate the physical requirements of the role as detailed in the position description
- Participate in random drug and alcohol testing
- Participate in All staff orientation and mandatory training

DESIRABLE CRITERIA

- Postgraduate qualifications in management

WHS RESPONSIBILITY

People Leader – Work Health and Safety Responsibility

In this role, you are accountable for embedding Council's Work Health and Safety Management System (WHSMS) within team routines and ensuring WHS obligations are met across your functional area as amended from time to time.

You are expected to, among other things:

- Embed WHS into team routines and operational processes.
- Ensure WHS obligations are met through effective training, information provision, supervision, hazard identification and risk management.
- Promote consultation, training and safety awareness within teams.
- Monitor safety issues and implement corrective actions where required.
- Support and empower leaders in fulfilling their WHS responsibilities within their function.

The Coordinator is expected to work collaboratively other relevant teams to ensure library services and facilities remain safe, accessible and supportive for employees, volunteers and the community.

PHYSICAL DEMANDS CHECKLIST

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Constant
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Frequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Frequent
Kneeling - remaining in a kneeling posture to perform tasks	Occasional
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Frequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Frequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Frequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Occasional
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Infrequent
Reaching - Arms fully extended forward or raised above shoulder	Frequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Frequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Frequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Occasional

Sensory Demands	Frequency
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Occasional
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Frequent

Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Occasional
Aggressive & Uncooperative People - e.g. irate customers	Occasional
Exposure to Distressing Situations - e.g. Child abuse, removing deceased animals	Occasional
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Occasional
Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes - Exposure to noxious or toxic fumes	Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Infrequent
Hazardous substances - e.g. Dry chemicals, glues	Infrequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent
Confined Spaces - areas where only one egress (escape route) exists	Not applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Occasional
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Occasional
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Infrequent

CAPABILITIES FOR THE ROLE

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

Capability Group	Focus Capability	Capability	Competency Level Required					
 Personal Attributes	☐	Manage Self	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
	☐	Display Resilience and Adaptability	☐ N/A	☐ Foundational	☐ Intermediate	✓ Adept	☐ Advanced	☐ Highly Advanced
	✓	Act with Integrity	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
	✓	Demonstrate Accountability	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
 Relationships	✓	Communicate and Engage	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
	✓	Community and Customer Focus	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	✓ Highly Advanced
	✓	Work Collaboratively	☐ N/A	☐ Foundational	☐ Intermediate	✓ Adept	☐ Advanced	☐ Highly Advanced
	☐	Influence and Negotiate	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
 Results	☐	Plan and Prioritise	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
	✓	Think and Solve Problems	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
	☐	Create and Innovate	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
	✓	Deliver Results	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
 Resources	☐	Finance	☐ N/A	☐ Foundational	☐ Intermediate	✓ Adept	☐ Advanced	☐ Highly Advanced
	☐	Assets and Tools	☐ N/A	☐ Foundational	☐ Intermediate	✓ Adept	☐ Advanced	☐ Highly Advanced
	☐	Technology and Information	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
	☐	Procurement and Contracts	☐ N/A	☐ Foundational	✓ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 Workforce Leadership	✓	Manage and Develop People	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	✓ Highly Advanced
	✓	Inspire Direction and Purpose	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
	✓	Optimise Workforce Contribution	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced
	✓	Lead and Manage Change	☐ N/A	☐ Foundational	☐ Intermediate	☐ Adept	✓ Advanced	☐ Highly Advanced

FOCUS CAPABILITIES

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	- Models ethical behaviour and reinforces it in others - Represents the organisation in an honest, ethical and professional way and sets an example for others to follow - Promotes integrity, courage and professionalism inside and outside the organisation - Monitors ethical practices, standards and systems and reinforces their use - Proactively addresses ethical and people issues before they magnify
Personal Attributes Demonstrate Accountability	Advanced	- Is prepared to make decisions involving tough choices and weighing of risks - Addresses situations before they become crises and identifies measures to avoid recurrence - Takes responsibility for outcomes, including mistakes and failures - Coaches team members to take responsibility for addressing and resolving challenging situations - Oversees implementation of safe work practices and the risk management framework
Personal Attributes Communicate and Engage	Advanced	- Presents with credibility and engages varied audiences - Translates complex information concisely for diverse audiences - Creates opportunities for others to contribute to discussion and debate - Demonstrates active listening skills, using techniques that contribute to a deeper understanding - Is attuned to the needs of diverse audiences, adjusting style and approach flexibly - Prepares (or coordinates preparation of) high impact written documents and presentations
Relationships Community and Customer Focus	Highly Advanced	- Creates an organisational culture which embraces high quality customer service - Ensures that management systems, processes and practices drive service delivery outcomes - Ensures that community and customer needs are central to strategic planning processes - Establishes systems to set and monitor service delivery standards in line with customer and community expectations - Ensures council services contribute to social, environmental and economic sustainability in the community/region
Relationships Work Collaboratively	Adept	- Contributes to a culture of respect and understanding in the organisation - Creates an atmosphere of trust and mutual respect within the team - Builds cooperation and overcomes barriers to sharing across teams/ units - Relates well to people at all levels and develops respectful working relationships across the organisation - Identifies opportunities to work together with other teams/units

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	• Acts as a resource for other teams/ units on complex or technical matters • Is able to draw on wide-ranging interests and experiences when facing new challenges • Thinks broadly about the root of problems before focusing in on the problem definition and solutions • Is able to discuss issues from different angles and project impacts into the future • Considers the broader context when critically analysing information and weighing recommendations • Involves diverse perspectives in testing thinking and solutions
Results Deliver Results	Advanced	• Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices •
Workforce Leadership Manage and Develop People	Advanced	• Knows the individual strengths, weaknesses, goals and concerns of members of the team • Fosters high performance through effective conversations and feedback and by providing stretch opportunities • Identifies and develops talent across the organisation • Coaches and mentors staff to foster professional development and continuous learning • Implements performance development frameworks to align capability with the organisation's current and future priorities • Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way •
Workforce Leadership Inspire Direction and Purpose	Advanced	• Translates organisational vision and strategy into operational goals to help staff understand their own contribution • Builds a shared sense of purpose through involving people in defining priorities and cascading goals • Regularly communicates progress against business unit and organisational goals • Creates opportunities for recognising and celebrating high performance at the individual and team level
Workforce Leadership Optimise Workforce Contribution	Advanced	• Ensures resource management plans effectively distribute people resources in line with priorities • Develops workforce management plans that link to current and future organisational priorities and objectives • Uses talent management processes to guide learning and development investment and to allocate critical roles • Recruits capable people with varied backgrounds, styles and strengths •
Workforce Leadership Lead and Manage Change	Advanced	• Translates change initiatives into practical strategies, including the role of staff in implementing them

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Analyses the change context to identify the level of consultation and involvement required from staff and stakeholders • Develops appropriate approaches to involve staff and stakeholders at various stages of the project • Implements structured processes to manage structural, system, process and cultural barriers to change • Provides coaching and leadership in times of uncertainty and difficulty for staff •

Template created by	Name	Date

FORM SUBMISSION
People and Capability

People and Capability Office Use only

Audited, graded and approved by HRBP	Name	Date

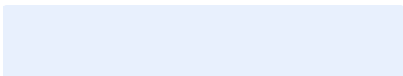
Recruitment Officer Uploaded PD into PULSE	Name	Date

ACKNOWLEDGEMENT

I have read and accept the above terms, conditions and duties of this position, as outlined in this position description.

In addition, I acknowledge the delegations for this position that have been sub delegated by the General Manager in accordance with section 378(2) of the Local Government Act 1993 and these may be subject to change without notice by the General Manager.

Please Note: Position descriptions may be reviewed from time to time if warranted due either to changes to the scope and responsibilities of the role or external influences that place different demands on local government. All reviews of this position description will be undertaken in consultation with the role incumbent.

Employee enter a name Signature  Date enter a date.
