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Position Description

Position Details

Position title:	Workforce Planning & Rostering Coordinator (Libraries)
Award Classification:	Band 6
Department:	Community Services and Culture
Division:	Community Wellbeing
Date Approved:	September 2026
Approved By:	Manager Community Services & Culture

Organisational Relationships:

Reports To:	Library Services and Operations Lead
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Provide coordinated, service-wide workforce planning, rostering and operational workforce deployment across the Library Service.
- Ensure workforce allocation is compliant, efficient and aligned to operational demand, supporting continuity of service delivery and customer experience outcomes across the network.
- Strengthen consistency, accuracy and visibility of workforce data to support operational decision-making, workforce readiness and service continuity.
- Support consistent operational service delivery across the library network through workforce planning, service continuity coordination and operational support.

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First



Position Description

PD Workforce Planning & Rostering Lead (Libraries), May 2026

Key Responsibilities and Duties

- Coordinate and manage end-to-end workforce rostering across all library locations, ensuring coverage aligns with service demand and operational requirements.
- Review workforce and attendance data and prepare regular and ad hoc reports to support planning, compliance and operational decisions. Act as the business owner for rostering systems, including configuration, access management and adherence to agreed processes.
- Identify and proactively address risks, gaps or inefficiencies in workforce deployment that may impact service continuity, customer experience or operational performance across the library network.
- Develop, document and maintain consistent rostering procedures and standards across the service.
- Provide guidance, advice and workforce support to Team Leaders and staff to support consistent application of rostering, workforce deployment and operational service delivery and service continuity practices across the library network.
- Support service continuity planning and workforce readiness activities across the library network, including participation in workforce planning, operational improvement and customer service initiatives.
- Provide day-to-day workforce support and advice to library staff and leaders, assisting with workforce issues, service continuity matters and operational decision-making.

Accountability and Extent of Authority

- Accountable for the effective delivery, accuracy and consistency of workforce rostering and reporting across the Library Service, with responsibility for monitoring outcomes and escalating issues impacting service delivery.
- Exercises independent judgement in workforce allocation decisions within policy, industrial and legislative frameworks, with decisions subject to review and escalation where required.
- Provides specialist advice to Team Leaders that informs workforce planning, workforce deployment and operational decision-making across the service, ensuring consistent and compliant practices.
- Works under general direction with clear objectives, managing competing operational priorities and adjusting workforce allocation to maintain service continuity.

Judgement and Decision Making

- Decisions made by this role directly impact service continuity, staff deployment, customer service outcomes and compliance across multiple library locations.
- Requires judgement to balance workforce availability, service needs, compliance obligations and short-term operational pressures, applying established practices and approaches to changing operational situations.

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- Guidance is available through policies and senior leadership, however the position is expected to operate independently in day-to-day decision-making.

Specialist Skills and Knowledge

- Ability to review workforce data and provide practical recommendations to support workforce planning and rostering activities. Strong understanding of industrial frameworks, enterprise agreements and workforce compliance considerations, including the application of underlying principles to ensure consistent and compliant practices.
- Demonstrated proficiency in workforce planning, rostering systems and operational service environments.

Management Skills

- Ability to plan, manage and coordinate work priorities, including balancing competing operational demands.
- Provides guidance, support and informal training to staff and Team Leaders in relation to rostering practices and processes.

Interpersonal Skills

- Strong verbal communication skills, with the ability to engage staff and gain cooperation across all levels of the organisation.
- Ability to build cooperative working relationships and support consistent practice across teams.
- Well-developed written communication skills, including preparation of reports and operational documentation.

Qualifications and Experience

- Degree or diploma in a relevant field, or lesser formal qualifications with substantial experience in workforce planning, rostering, operations coordination, or a related field.
- Experience in managing rostering or workforce allocation in a complex or multi-site environment.



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Mandatory Requirements

- Working with Children Check
- National Police Check

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Support Council's business continuity, emergency management and municipal recovery activities when required. Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

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Key Selection Criteria

- Demonstrated experience in rostering, workforce planning, or operational coordination
- Demonstrated ability to support operational decision-making, workforce deployment and service continuity within a complex customer-facing service environment.
- Demonstrated ability to work collaboratively with leaders and teams across multiple locations to support workforce and service delivery outcomes.
- Strong analytical and reporting capability
- Ability to apply judgement and manage competing priorities in a service environment
- Experience supporting consistent processes and practices across teams
- Strong communication and stakeholder engagement skills

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

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