



POSITION DESCRIPTION

POSITION NAME: Specialist

DIVISION: Library & Community Services **BRANCH:** Wollongong City Libraries

SUPERVISOR'S TITLE: Service Team Leader

FUNCTION & PURPOSE

Wollongong City Libraries (WCL) is a dynamic and valued service of Wollongong City Council. This role contributes to creating an Extraordinary Wollongong through planning and delivering specialised programs, projects and services that meet Council's commitment to creating a community that is informed, engaged, creative and connected. WCL engages with our diverse community across seven library sites (at Helensburgh, Thirroul, Corrimal, Wollongong, Warrawong, Dapto, Unanderra) to facilitate reading, lifelong learning, creativity and inclusion, providing access to a range of services that meet the changing needs of our community.

The role includes specialist functions in several streams of WCL operations, such as Local Studies; Community Connections and Learning/Inclusion; Quality and Development; and the Professional Development of the libraries' team. It actively contributes to the achievement of Wollongong City Libraries' strategic goals, to ongoing innovation within the sector and to promoting positive relationships and communication between Council and the community.

This role reports to a Service Team Leader or Coordinator and works collaboratively across the WCL team; Library and Community Services Division and Council; as well as with volunteers and community partners. This role is responsible for day-to-day decisions about services and programs and for effective implementation of policies, procedures and practices that promote diversity, inclusion and belonging and maintain quality service standards.

This role will support the Service Team Leader or Coordinator and take on their duties in their absence as required.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Contribute to the development, delivery, evaluation, improvement and reporting of Wollongong City Libraries (WCL) services to achieve the strategic outcomes identified in Council's Community Strategic Plan; the WCL Strategy; and annual operational and business plans
2. Work collaboratively with internal and external partners to plan, promote, deliver and evaluate high- quality services, learning experiences, programs and/or events across WCL that address diverse customer, community, stakeholder and business needs
3. Support the Service Team Leader or Coordinator and WCL team in the delivery of key operational outcomes
4. Contribute to the delivery of continuous improvement actions and initiatives across WCL
5. Provide specialist knowledge to support the development, delivery, maintenance, accessibility and promotion of high-quality library resources, across physical and digital media and/or to support customer access to eServices
6. Contribute to WCL staff engagement, learning and professional development
7. Work across library locations and perform other duties as required, including night and weekend rosters

8. Contribute to Council's Purpose, act in accordance with organisational values and deliver on 'our promise' to the community
9. Promote Council and the L&CS Division as professional, committed and customer-focused by providing high level communication, consultation, and quality services

WHS Responsibilities

10. Follow WHS policies and procedures and not, intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare under WHS legislation;
11. Identify, and report hazards and any unsafe acts;
12. Apply WHS policies and procedures to self and others to take reasonable care for the health and safety of people who are at the employee's place of work who may be affected by the employees acts or omissions at work;
13. Complete required WH&S documentation relevant to the work activity performed at council;
14. Co-operate with employer to enable compliance with any reasonable request relating to WHS;
15. Participate in the consultative process on WHS matters;
16. Participate in risk assessments activities relating to the work activity performed at council;
17. Take notice of information and participate with WHS training provided.

WORKING RELATIONSHIPS

INTERNAL

Wollongong City Libraries Manager
Library Management Team
Library & Community Services staff
Council staff
Volunteers

EXTERNAL

Members of the public
Local organisations and community groups
Other library services
State Library NSW

PERSON SPECIFICATION

1. Completion of a degree or higher qualification in a relevant field.
2. Well-developed written and verbal communication skills with a demonstrated ability to collate, analyse, and report on data in a clear, concise and professional manner.
3. Demonstrated sound experience of library, cultural, creative, education or community services environments and the role of public libraries in the delivery of these services to the community
4. Demonstrated ability to plan, deliver and evaluate high-quality services, learning experiences, programs and/or events that address diverse customer, community, stakeholder and business needs
5. Well-developed interpersonal skills that foster effective teamwork and constructive working relationships with a diverse range of internal and external stakeholders that includes customers, WCL staff, community groups, volunteers and other groups and Divisions of Wollongong City Council
6. A demonstrated commitment to ongoing professional development and best practice and willingness to adapt to a changing environment, maintaining up-to-date knowledge of services and technologies.
7. Experience of professional standards and practices relating to customer services; policies, practices and procedures; and data management systems.
8. Apply and demonstrate Council's values of Respect, Integrity, OneTeam, Sustainability and Courage.
9. Demonstrated understanding of WHS principles
10. Must hold a Working with Children Check.

This Position Description applies to the following positions:

P15052: Specialist - Local Studies
P28866: Specialist - Professional Development
P15015: Specialist - Community Connection & Learning
P28857: Specialist – Children and Families
P28858: Specialist - Service Quality & Development