Senior Library Officer – Dalyellup Library

Directorate	Community, Planning & Development
Department	Community Development & Libraries
Reports to	Coordinator Libraries, Culture & Innovation
Direct Reports	Library Officer(s) – Dalyellup Library
Industrial Instrument	Local Government Industry Award 2020 (WA)
Classification	Level 7
Primary Location	Dalyellup Library & Youth Hub
Last Review Date	October 2026

Vision and values

A Lifestyle of Choice; Connecting Community, Culture and Country



Honesty	Empathy	Accountability	Respect	Teamwork
We are truthful, trustworthy, and genuine in all that we say and do.	We are kind and show understanding of people's circumstances, perspectives, and differences.	We are transparent in all that we do and stay true to our word by taking responsibility for our actions.	We are respectful in all that we do, and all interactions we have, whilst being inclusive and mindful of differences.	We are cooperative, collaborative, and united while working towards common goals of our Shire.

Position Purpose

Lead the day-to-day operation of library services at Dalyellup Library & Youth Hub (DLYH), providing operational and people leadership to Library Officers and supporting consistent, welcoming and effective customer service.

The position independently manages library staffing, service delivery and operational challenges, working collaboratively with the Librarian, Senior Library Officer – Programs & Community Engagement, Creative Technology Officer and other relevant employees to implement agreed service priorities. As a key operational leader based at DLYH, the position works with Youth Development and other Hub service leads to resolve

shared operational matters, improve service delivery and support integrated operations and effective use of the facility.

Key Accountabilities

Library Operations & Service Delivery

- Lead day-to-day Library operations at DLYH, ensuring effective, responsive and customer-focused service delivery.
- Independently manage staffing, work priorities, service coverage and operational requirements for Library Officers reporting to the position, within agreed resources and authority.
- Monitor service performance, customer experience and operational workflows, investigating and resolving complex operational issues, customer incidents and service disruptions within the position's authority.
- Coordinate circulation, customer service and other operational library processes in accordance with established procedures and professional requirements.
- Work with the Librarian, Senior Library Officer – Programs & Community Engagement and other relevant roles to implement professional, collection, program and service requirements at DLYH.
- Work collaboratively with the Creative Technology Officer to coordinate shared operational requirements, support effective use of Library and Creative Technology spaces and facilitate complementary activities at DLYH.
- Provide operational coverage and undertake frontline duties where required.

DLYH Collaboration & Activation

- Work collaboratively with the Coordinator Libraries, Culture & Innovation, Youth Development, Creative Technology, Centre Administration and other DLYH service leads to coordinate shared operational requirements, assess and resolve customer and shared-space issues, and negotiate practical solutions within agreed responsibilities and authority.
- Contribute to implementation of agreed DLYH activation initiatives, supporting effective use of Library and Creative Technology spaces and opportunities for complementary activities.
- Maintain effective communication with other employees and service areas operating from DLYH to support awareness of activities, operational requirements and emerging issues.
- Provide operational observations and feedback to the Coordinator Libraries, Culture & Innovation on facility use, customer experience, activation opportunities and emerging DLYH issues.

People Leadership & Team Coordination

- Lead, supervise and support Library Officers reporting to the position, establishing clear work expectations, priorities and standards for service delivery.
- Coordinate rosters, work allocation and daily coverage to meet operational and service requirements.
- Provide regular feedback, coaching and development support and facilitate effective onboarding and training of employees.
- Monitor employee performance and address routine performance or workplace matters promptly, escalating significant performance, conduct or employee-relations matters to the Coordinator Libraries, Culture & Innovation.
- Support performance and development processes for direct reports and identify capability, training and workforce requirements.
- Foster a collaborative, accountable and inclusive team culture and support effective working relationships across DLYH service areas.
- Ensure employees understand and comply with relevant procedures, safety requirements and service standards.

Safety, Improvement & Organisational Contribution

- Promote safe work practices and manage operational and customer safety risks within the position's area of responsibility.

- Respond to incidents, hazards and operational issues and escalate significant or cross-service risks appropriately.
- Ensure library operations at DLYH comply with relevant legislation, organisational policies, procedures and service requirements, and work with other service leads to identify and address shared operational and safety matters.
- Identify service gaps, analyse customer feedback and service usage information, and develop and implement improvements to library workflows, customer experience and service delivery within agreed priorities and resources.
- Contribute operational knowledge and recommendations to Library Service and DLYH improvement initiatives.
- Support implementation of organisational and service changes affecting the position's area of responsibility.

Extent of Authority

Area	Authority
Decision Making	Exercises independent judgement in managing library operations, staffing priorities, service disruptions, customer incidents and complex operational matters at DLYH within approved plans, policies, resources and delegated authority. Escalates significant risks, unresolved cross-departmental matters and decisions outside the position's authority to the Coordinator Libraries, Culture & Innovation or other responsible manager, as appropriate.
Financial Authority	Coordinates routine expenditure and purchasing within approved budgets, procedures and delegated authority and contributes operational information and resource requirements to budget planning and monitoring.
People Leadership	Provides day-to-day people leadership and supervision to direct reports, including work allocation, rostering, coaching, development, performance feedback and routine employee matters. Escalates significant performance, conduct and employee-relations matters in accordance with organisational requirements.
Service Accountability	Accountable for the effective operation, performance and continuous improvement of library services at DLYH, including staffing, customer experience, operational workflows and implementation of agreed service priorities. Contributes to integrated operations and shared-facility improvements through collaboration with other service leads. Accountability for Creative Technology, Youth Development and other Hub services remains with their respective service leads and reporting managers.
Governance, Risk & Compliance	Coordinates day-to-day operational and safety requirements within the position's area of responsibility, implements required controls and escalates significant or cross-service risks in accordance with organisational frameworks.
Statutory Authority	Exercises delegated authority in accordance with the Shire's Register of Delegations and Authorisations. No statutory appointment is required for the position.

Qualifications, Experience & Skills

Essential

- Relevant qualification in Library and Information Services, Community Services, Business, Leadership or another relevant discipline, and/or substantial relevant experience in a customer-focused library, community facility or comparable service environment.

- Demonstrated experience coordinating day-to-day operations and service delivery in a customer-focused environment.
- Demonstrated experience supervising employees, coordinating work and supporting employee performance and development.
- Demonstrated ability to coordinate competing operational requirements, resources and priorities within a shared or multidisciplinary service environment.
- Strong customer service and problem-solving skills, including the ability to respond effectively to complex or escalated operational matters.
- Well-developed communication, interpersonal and collaboration skills, including the ability to work effectively across different teams and service areas.
- Demonstrated ability to identify operational risks and implement practical solutions within established procedures.
- Proficiency in relevant workplace technologies and the ability to develop and maintain proficiency in library systems, digital resources and operational technologies.
- Current Working with Children Check.
- Current C Class Driver's Licence.

Desirable

- Experience working in a public library, community hub or multidisciplinary community facility.
- Experience supporting community activation, programs or events.
- Experience working in an environment providing services to children and young people.
- Knowledge of public library services and contemporary customer-service practices.

Capability Profile

The Capability Profile describes the expected capability contribution for the position and supports performance and development.

Capability	Contribution Level	Role Expectation
Service Delivery	**Lead**	Lead day-to-day library service delivery at DLYH, coordinating work priorities, service coverage and operational requirements and resolving issues to support consistent, effective and customer-focused services.
Technical & Administrative Capability	**Support**	Apply sound operational knowledge of library systems and processes, support employees in their effective use and contribute practical expertise to operational procedures and service requirements.
Customer, Community & Stakeholder Service	**Lead**	Lead customer-focused service delivery within the position's area of responsibility, respond to complex or escalated customer matters and work collaboratively with other DLYH service areas to support a welcoming, inclusive and well-activated facility.
Safety, Compliance & Responsibility	**Lead**	Coordinate safe and compliant day-to-day operations within the position's area of responsibility, reinforce required standards and procedures, respond to operational risks and escalate significant or cross-service matters appropriately.

Capability	Contribution Level	Role Expectation
Continuous Improvement & Team Contribution	**Lead**	Analyse service performance, customer feedback and usage information to identify and implement improvements to library operations, customer experience and service delivery, while contributing operational expertise to broader DLYH improvement and activation initiatives.
Team Leadership & Work Coordination	**Lead**	Lead and supervise Library Officers reporting to the position, coordinating work and service coverage, setting clear expectations, providing coaching and feedback, supporting performance and development and addressing routine employee matters within the scope of the role.

Organisational Responsibilities

Employees are required to comply with the Shire's Code of Conduct and organisational policies, maintain the capability, professional standards and behaviours required for the role, participate in performance and development processes, contribute to continuous improvement, and take active responsibility for maintaining a physically and psychosocially safe, respectful and inclusive workplace.

Signatures

Employee name:

Signature:

Date:

Line Manager Name:

Signature:

Date: