

POSITION DESCRIPTION



Position:	Communications Coordinator		
Directorate:	Community	Unit:	Libraries
Classification/Grade:	H (E-4)	Hours of work:	35
Location:	Chatswood Library and branches	Role Requirements:	Evening and weekend shifts as required
Reports to:	Libraries Manager	Date Created:	August 2026

Willoughby

We are Willoughby City Council, a dynamic, diverse and future-focused local authority in the heart of Sydney. From the harbour and parklands to the latest in urban developments – we have it all. With a focus on sustainability, we pride ourselves on doing the right thing for our community who make Willoughby such a culturally rich place to work and live.

Role Purpose

Reporting to the Libraries Manager and working collaboratively across the Unit, the directorate and Council, the Communications Coordinator oversees high-quality, consistent and effective communication across a variety of media to library members, visitors and other internal and external stakeholders to support the delivery of the Library Strategy and business plans. The role provides leadership, direction and support to two team members within the team, fostering a collaborative, high-performing and customer-focused culture.

Key Accountabilities of the Position

- Ensure safety is your first priority
- Manage the Communications Team, including performance and development
- Manage the Communications Team cost centre
- Develop and implement communication plans across all library services, including collections, local history, programs and service improvements
- Maintain, improve and update the library website in consultation with Council's Digital team
- Manage all other library communication channels, including newsletters, digital screens, email, the library app and social media.
- Oversee quality data collection and reporting including library surveys
- Regularly collaborate with Council's Communication Team to ensure consistency and alignment
- Oversee the professional appearance of Chatswood Library, branch libraries and outreach activities
- Contribute to the ongoing development and implementation of library strategic and business plans and to the implementation of Council strategies across the library.
- Ensure attendance of library service points when rostered including as supervisor.
- Provide first aid when required.

- Undertake other duties, projects or tasks as directed and in line with relevant skills and competence.

Key Challenges

- Collaborating across the library service to deliver service improvements

Role Dimensions

- Leading the Communications team to deliver excellent customer service and communication outcomes.
- Managing and improving library communication channels, including the website, social media, and newsletters.
- Supporting community engagement and collaborating with Council teams to achieve library goals.
- Managing multiple projects effectively while ensuring compliance with WHS and Council policies.

Essential Criteria

Qualifications/Education

- Tertiary qualifications in library/information science which allow professional membership of ALI.A (Australian Library & Information Association), or equivalent relevant qualifications or experience.
- First Aid qualification (or willingness to undertake).
- Current Working with Children Check

Skills/Knowledge/Experience

- Ability to manage a team to deliver defined outcomes or projects.
- An understanding of website content management systems.
- Confidence in using digital platforms.
- Ability to develop and deliver a communications plan to a variety of audiences.
- Excellent communication skills - written, visual and verbal, for a variety of audiences and media.
- Demonstrated ability to manage concurrent projects with competing deadlines.
- Demonstrated commitment to quality customer service and continuous improvement.
- Ability to work as part of a team and independently with minimal supervision.
- Understanding of contemporary library services.
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training.
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO).

Desirable Criteria

- Knowledge of or experience in Local or State Government or similar environments.

Organisational Responsibilities

At Willoughby City Council all employees are to observe and commit to our Corporate Direction and Aspirations (*copy attached in following page*).

All employees are expected to understand and undertake all work in accordance with relevant Council policies and procedures including, but not limited to, Code of Conduct, Fraud and Corruption, Records Management and WH&S including as varied, changed or revoked by Council.

Employee Declaration

I have read and understand the expectations and accountabilities set out in the Position Description.

Employee Name:

Date:

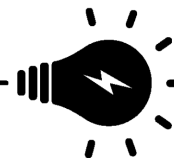
Signature:

WHERE YOU CAN



Our Corporate Direction and Aspirations:

INSPIRED PEOPLE INSPIRED PERFORMANCE



OUR PURPOSE

- Serve our community well
- Enhance our environment
- Facilitate the economy
- Wisely advise decision makers

OUR QUEST

To be a human centred, high performing team

OUR ASPIRATIONS

LEAD	LEARN	CARE	SHARE	DELIVER
Take personal responsibility	Create and take opportunities to learn and grow	Care for our communities and the environment	Team up and share our common purpose and path	Deliver the outcomes sought by the community and for the environment
Anticipate impacts and partner to solve	Seek advice and ideas to make wise decisions for now, and the future	Welcome and include; ensure safety for all	Share and celebrate knowledge, experience, ideas, and success	Make a difference; add value
Help and support others to grow; model behaviours	Experiment and innovate to solve issues; try new things; learn from failures	Respect and recognise others and their achievements; listen	Communicate in a respectful way and provide honest feedback	Provide appropriate, quality works and service
Demonstrate ethical behaviour and leadership	Step up to challenges; own and solve your problem	Exercise thoughtful and wise compassion	Be clear in direction and expectations, including behaviours	Provide the right resources and culture to deliver

WHERE YOU CAN

