

POSITION DESCRIPTION



Position:	Library Operations Supervisor		
Directorate:	Community	Unit:	Libraries
Classification/Grade:	I (E – 4)	Hours of work:	35
Location:	Chatswood Library and branches	Role Requirements:	Evening and weekend work as required
Reports to:	Libraries Manager	Date Created:	September 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.

Willoughby City Library

Willoughby City Library is a place of learning, creativity and community connection.

Library staff contribute to a connected, inclusive and liveable Willoughby city. We work together to deliver varied and popular programs and activities, ensuring high quality library collections are available, creating welcoming spaces for our community.

The Library Operations team delivers efficient and effective IT and administrative systems to support the delivery of library services to the community. This includes the library management system, public WIFI, PCs and printing; administration includes rostering, venue hire, procurement, reconciliation, facilities maintenance and library courier deliveries.

Role Purpose

Ensuring effective administrative and IT systems, practices and processes to support the delivery of high value library services

Key Accountabilities of the Position

- Ensure safety is your first priority
- Lead the Library Operations team, including performance and development, to support the delivery of quality works and services, via efficient and effective IT and administrative systems and hardware
- Manage budget areas relating to the role, ensuring resources are directed to meet changing

- operational requirements, and deliver value to Council and the community
- Oversee other networked library IT systems and hardware including public PCs and WIFI and liaise with Council's Digital Enterprise Services team where required
- Ensure optimization of the library management system to support library operations
- Enable efficient and effective rostering in line with library operations
- Oversee procurement, reconciliation, venue hire and facilities maintenance
- Oversee other administrative functions relating to library
- Contribute to the ongoing development and implementation of Library strategic and business plans through collaborative engagement and leadership across the library
- Ensure attendance of service point shifts, including as shift supervisor
- Undertake other duties, projects or tasks as directed and in line with relevant skills and competence

Key Challenges

- Continuous improvement of operations and processes to improve customer experience and efficiencies
- Proactive implementation and uptake of technology to improve customer service
- Enabling the collection, analysis and reporting of library data
- Implementing a responsive roster that reflects contemporary library practices

Role Dimensions

- Regular meetings with team members to support performance and development
- Regular meetings with Libraries Manager and Supervisors to collectively meet the goals of the ***Willoughby City Library Strategy 2024-2028***
- Active management of annual operating and project budgets, including preparation and quarterly review processes
- Effective communication with Council's Property team regarding building maintenance
- Procurement and contract management, including seeking quotes and managing tenders
- Overseeing the timely issuing of the library roster and ensuring weekly payment of casual staff
- Regular desk shifts as rostered

Essential Criteria

Qualifications/Education

- Tertiary qualifications related to the role (for example, qualifications recognised by the Australian Library and Information Association, technology management, business administration) or equivalent work experience
- First aid qualifications, or willingness to undertake training
- Current Working with Children Check

Skills/Knowledge/Experience

- Experience leading a small team to deliver agreed outcomes
- Demonstrated understanding of library and organisational IT systems
- Understanding of administrative processes including those relating to reconciliation; invoicing and receipting; payroll and timesheets
- Good understanding of rostering to ensure consistent customer service and appropriate work distribution
- High level skills with Library and Council corporate systems
- Confidence with learning new processes and technologies to deliver improved outcomes
- Excellent customer service skills including negotiation and problem-solving skills

- 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

- Class C Driver licence

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:

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

