



Position Profile

2979 – Digital Services Supervisor – Arts, Heritage and Libraries

About Council

The Sunshine Coast Council continues to take a lead role in shaping a prosperous future for our community through a vision to be Australia’s most sustainable region – healthy, smart, creative.

Sunshine Coast Council is one of the largest local governments in Australia, serving a community of more than 330,000 residents across an area of approximately 2,291 square kilometres. Council’s 2020-2024 Corporate Plan aims to deliver a smart economy, a strong community, a healthy environment, service excellence and an outstanding organisation. These objectives provide our community and our organisation with a line of sight to the programs, projects and services provided by council to residents, businesses and visitors across our region every day. Our employees’ passion and commitment to the region and their willingness to go above and beyond, is what sets Sunshine Coast Council apart as a local government organisation.



Our Values

Everything council does is underpinned by its values which define the culture of the organisation and the behaviours that shape our interaction with the community and each other.

Respect for each other in our working relationships

Being our best by continuing to learn, grow, challenge and change

Working as one team across the organisation and with our community

High standards in our conduct, service and governance

Service excellence for our customers and each other

Our Corporate Plan Goals

1. **A Smart Economy** – A prosperous, high-value economy of choice for business, investment and employment.
2. **A Strong Community** – In all our communities, people are included, treated with respect and opportunities are available to all.
3. **A Healthy Environment** – Maintaining and enhancing the region's natural assets, liveability and environmental credentials.
4. **Service Excellence** – Positive experiences for our customers, great services to our community.
5. **An Outstanding Organisation** – A high performing, innovative and customer-focused organisation marked by great people, good governance and regional leadership.

Position Summary

Position title	Digital Services Supervisor		
Position number	2979		
Reports to	Team Leader Library Programs and Business		
Position type	Establishment		
Position classification	Award Based - Queensland Local Government Industry Award (Stream A) – State 2017 - Level 5		
Group	Economic and Community Development		
Branch	Arts, Heritage and Libraries		
Team	Library Services		
Employment area	Sunshine Coast	Current Location	Cotton Tree Library
Team leadership/ supervision	Leadership of the Digital Services Team		
Internal liaison	Team Leaders, Team Members, and other Council employees		
External liaison	Other Local Government library services, Industry stakeholders and suppliers		
Delegations	As per Council's Delegations of Authority relating to financial, administrative, human resource management, Workplace Health & Safety (WH&S) and environmental management responsibilities.		
Date last reviewed	27 August 2020		

Key Responsibilities

- Lead the Digital Services Team including recruitment, training, development, and performance to ensure a high performing team that meets present deliverables, and anticipates future needs
- Manage day to day technology operational requirements in libraries and resolve issues in a timely, efficient and customer focussed manner
- Contribute to business reporting by providing routine and ad hoc reports, data analysis and data interpretation relating to Library statistics and systems
- Provide expert advice and leadership and ensure that team members continually develop their skills to keep up with developments in technology
- Investigate, identify and recommend emerging technologies and or alternative approaches critical to the design and delivery of responsive library and heritage services
- Coordinate IT support for the Library Services within Council and provide specialist input on the specification, design, development, implementation and maintenance of corporate web systems, business systems, digital platforms and software
- Implement quality assurance methodologies to ensure that vendor supplied materials meet the agreed standards and service levels
- Coordinate digital content on library platforms including the library website and intranet in liaison with library teams, such as Collections Services, Programs and Marketing, Heritage Library and Library Branch and Council teams

- Proactively cultivate and maintain strong team relationships between colleagues to enable forward thinking , creativity and innovative technology solutions
- Participate in the development of a healthy and safe workplace. Embracing initiatives, information and training and incorporating safety into all daily activities. Demonstrate safe work behaviours, abiding by procedures, identifying and reporting hazards, and contributing to all aspects of a safe workplace culture
- Such other relevant duties as required from time to time which would generally fall within the scope of this position

Key Requirements

Mandatory Requirements / Experience

- Bachelor Degree in Librarian and Information Science, Information Technology, Community Development, Business or similar discipline, or equivalent relevant experience
- Demonstrated success in a similar role, including relevant experience in Library systems or similar, and demonstrated leadership skills to build a strong, customer focussed team and foster a workplace culture consistent with Council's corporate values
- Strong project management and organisation skills with demonstrated ability to develop plans, coordinate actions, gain cooperation, manage budgets and deliver outcomes
- Highly developed communication and interpersonal skills with the ability to communicate persuasively, engage in active listening, consult with a wide range of people at all levels of the Council, and foster collaboration and cooperation
- Strong business acumen including the ability to prepare professional business communication such as reports, presentations and project, planning and policy documents
- Strong analytical and problem solving skills with the ability to diagnose and initiate solutions
- Current 'C' Class Driver's Licence

Corporate Requirements

- Commitment to the agreed Sunshine Coast Council values and behaviours
- Compliance and adherence to Code of Conduct
- Participation in Performance Review and Planning
- Availability to work across council work locations
- Commitment to the Work Safe : Live Well 7 Safety Essentials

Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪ Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪ Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.

Recruitment process

2979 – Digital Services Supervisor

Vacancy number	575
Contact person	Jane Stronach
Contact details	(07) 5475 8948

What to include in your application

Your written application should include:

- a covering letter detailing your suitability for the role in Council including your ability to fulfil the key responsibilities and requirements of the position, including details of any specific or mandatory qualifications – 2-3 pages maximum; and
- a current resume or curriculum vitae.

Submitting your application

- **External candidates:** submit online at <https://careers.sunshinecoast.qld.gov.au/>
- **Internal employees:** Online via PeopleHUB > Careers.
- Both PDF and Word documents are accepted file formats, with a preference for PDF.

Additional information

- Additional information for applicants is available at www.sunshinecoast.qld.gov.au
- A range of assessment methods may be used to assist selection, including psychometric testing and competency based testing on occasions.

Sunshine Coast Council is an equal opportunity employer that values cultural and physical diversity.

Through our [Reconciliation Action Plan](#), Sunshine Coast Council also supports social and economic opportunities for Traditional Owners, the Kabi Kabi and Jinibara people and the broader First Nations community and as such strongly encourages local, First Nations people to apply.