

Develop your career with Cairns Regional Council, an innovative employer that listens, respects and values your contribution. We're proud of our community and the key role you can play in making the Cairns region a great place to live, work and learn. Our commitment to high quality services means that we need talented, committed people – we need you!

Applications are hereby invited for the following position:

Libraries Community Engagement & Experience Team Leader

REQUISITION NUMBER: 1369

LOCATION: Cairns City Library

SALARY RANGE: $102,167.42 - $110,382.66 per annum

APPLICATIONS CLOSE: Tuesday, 17 November 2026 at 11:30pm AEST

Applicants must submit a separate application for each vacancy and quote the Requisition Number.

As part of the selection process applicants may be required to undertake some or all of the following pre-employment assessments / checks:

- Pre-employment Medical, which will include a drug and alcohol test.
- National Police / Criminal History Check.
- Directorship Check.
- Right to Work in Australia Check.
- Qualification / Licence Verification.
- Working with Children & Young People (Blue Card) Verification.
- Practical Assessment.
- Numeracy and Literacy Assessment.
- Computer Skills Assessment.

Your application must consist of the following information:

CHECKLIST

☑ Covering Letter addressing the three main elements under the selection criteria:
- ***Qualifications***
- ***Knowledge, Skills and Expertise***
- ***People Oriented Skills and Attributes***

☑ Copy of Current Resume

Applications should be addressed to:

Director People & Organisational Performance
Cairns Regional Council

Applications must be submitted online at:
Vacancies & Applications | Cairns Regional Council

CAIRNS REGIONAL COUNCIL IS AN EQUAL OPPORTUNITY EMPLOYER, PROMOTING WORKPLACE DIVERSITY AND A SAFETY CULTURE WITH A SMOKE FREE ENVIRONMENT

Agency applications are not being accepted at this stage.

CAIRNS REGIONAL COUNCIL
GENERAL CONDITIONS OF EMPLOYMENT

POSITION:	Libraries Community Engagement & Experience Team Leader- CU113 Requisition Number - 1369
POSITION STATUS:	Full Time Permanent
LOCATION:	Cairns City Library
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017.
CLASSIFICATION:	Level 6
SALARY RANGE:	$102,167.42 - $110,382.66 per annum. Level on appointment will be dependent on qualifications and experience. A locality allowance is also payable $659.00 with no dependants and $1,318.00 with dependants.
LEAVE:	Up to Five (5) weeks annual leave and three (3) weeks sick leave may apply dependent on roster pattern. Annual Leave Loading applies.
WORK PATTERN:	A nine (9) day fortnight rostered day off systems applies.
SUPERANNUATION:	The mandatory employer Superannuation Guarantee Rate is currently 12%. After the first year (12 months) of service employees (except casuals) are required to contribute an extra 6% (pre-tax or post-tax). Note: An employee may choose to contribute prior to completing one year of continuous service. All employees have the option to salary sacrifice their mandatory or other personal contributions (pre-tax) or they may opt to contribute post-tax. Note: Employees can reduce or opt out of their contribution at any time by providing written notice to the Council.
PRE-EMPLOYMENT ASSESSMENT:	As part of the selection process applicants may be required to undertake some or all of the following assessments / checks: o Pre-employment Medical, which will include a drug and alcohol test. o National Police / Criminal History Check. o Directorship Check o Right to Work in Australia Check o Working with Children & Young People (Blue Card) Verification o Qualification / Licence Verification o Practical Assessment o Numeracy and Literacy Assessment o Computer Skills Assessment
EMPLOYMENT ELIGIBILITY:	To be eligible to apply for a position at Cairns Regional Council, you must fulfil one of the following criteria: o Australian Citizen o Permanent resident of Australia o New Zealand Citizen o Entitlement to work visa
PROBATION PERIOD:	A six (6) month probationary period will apply to the successful candidate.
CLOSING DATE:	**Tuesday, 17 November 2026 at 11:30pm AEST**

CHOOSE CAIRNS: Choose Cairns



Position Description

POSITION:	Libraries Community Engagement & Experience Team Leader
DIRECTORATE:	Lifestyle and Community
BRANCH:	Creative Life
UNIT:	Library Services
ORGANISATIONAL RELATIONSHIP:	Reports to: Coordinator Library Services Direct Reports: CU078 First 5 Forever Project Officer, CU096 Children & Youth Officer, CU111Community Engagement Librarian.
AWARD CLASSIFICATION:	Level 6
CONDITIONS OF EMPLOYMENT:	Qld Local Government Industry (Stream A) Award – State 2017. Commitment to Council's policies, procedures, Enterprise Bargaining Agreement, and other legislative requirements in relation to Best Practice, Equal Employment Opportunities (EEO), Anti-Discrimination and Council's Code of Conduct.
LOCATION – VARIOUS:	It may be needed from time to time to move a position, or an incumbent of a position, as required to benefit Library Services.
HOURS OF DUTY:	Nominal 72.54 hours 9-day fortnight as per agreement. The incumbent is expected to work the hours required to effectively carryout the duties and responsibilities of the position. Occasional outside of ordinary hours work may be required to support event delivery, promotional activities and Library Services programs.
DELEGATIONS:	Delegations as per the Delegations Register.
WORK HEALTH & SAFETY RESPONSIBILITIES:	Council wants all staff to 'Go home safe and well today and everyday' and at all times stay within the 'Safety Circle' by taking reasonable care for their own health and safety, take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons; and comply with any reasonable instruction given by their supervisor in respect of the Health and Safety of themselves and the Health and Safety of other persons.
JOB DEMAND CATEGORY:	Category – Medium
PRIMARY OBJECTIVES OF THE POSITION:	The Team Leader provides strategic and operational leadership for Cairns Libraries' community engagement, programs, events, outreach and partnerships. It leads a team delivering an integrated engagement function across all branches, coordinating programs, events, outreach, volunteers, First 5 Forever and partnerships. The position leads a team that delivers a community-centred approach that connects people with library services, resources and opportunities. It develops inclusive programs that respond to community needs, activate library spaces and increase participation among diverse and underrepresented groups. • The team builds strategic partnerships with community, education, health, cultural and government organisations to extend reach and shared outcomes. The position uses community insight, participation data and stakeholder feedback to improve services and engagement, while leading people, resources and strategic service development to support Library Services' direction, innovation and continuous improvement.
KEY DUTIES AND RESPONSIBILITIES:	Duties and responsibilities include but are not limited to:

- Lead an integrated community engagement function across programs, events, outreach, partnerships, volunteers and First 5 Forever.
- Oversee the development and delivery of high-quality, programs that respond to community needs and activate library spaces.
- Support the delivery of events, programs and activities by attending key activities, monitoring operational requirements, and ensuring staff have the resources, information and logistical support needed to perform their duties effectively.
- Coordinate outreach strategies that strengthen literacy, learning, digital inclusion and social connection, particularly for underrepresented communities.
- Build and maintain strategic partnerships with community, education, health, cultural, government and not-for-profit organisations.
- Use community insights and participation data to inform planning, decision-making, evaluation and continuous improvement.
- Lead and develop staff through coaching, performance management, capability building and fostering a positive, inclusive workplace culture.
- Manage budgets, resources and governance requirements including grants, capital expenditure projects, forecasting, recordkeeping and compliance with Council policies.
- Prepare reports, business cases and recommendations that demonstrate activity, outcomes and community impact.
- Work collaboratively across branches and Council teams and undertake duties across multiple locations to support effective service delivery.
- Ensure all corporate information is captured within Council's business systems adhering to Recordkeeping policies and procedures.
- Undertake other relevant duties as required.

SELECTION CRITERIA:

Essential:

Qualifications

- Bachelor's Degree or Equivalent Level in leadership, communications, business, event management or demonstrated equivalent skills; or
- Equivalent combination of relevant experience and training.
- Current Driver's Licence with the ability to independently drive between business locations to meet operational needs.
- Current Blue Card (Qld's Working with Children Check) or ability to obtain. *(No Card No Start).*

Knowledge, Skills & Expertise

- Demonstrated ability to lead, coach and develop a high-performing team delivering engagement, programs, events and outreach.
- Demonstrated experience designing, delivering and evaluating programs and events, and managing multiple projects and partnerships.
- Demonstrated capacity to apply independent judgement, make timely decisions and streamline processes in fast-paced environments.
- Demonstrated ability to analyse data, insights and community feedback to inform planning and continuous improvement.
- Demonstrated experience implementing change management, service improvement and innovation aligned to strategic direction.
- Demonstrated ability to scope, plan and deliver projects, coordinating stakeholders and meeting time, budget and quality requirements.
- Demonstrated ability to manage multiple budgets, forecast accurately and ensure compliance with financial procedures and governance.

People-Oriented Skills & Attributes

- High-level written communication skills, including preparing grants, grant acquittals, high-level memos and reports, and developing clear, accurate process and procedure updates.
- Proven ability to generate ideas, develop initiatives and contribute to strategic goals through creative and innovative approaches.
- Demonstrated ability to address issues constructively and resolve problems and conflicts through clear communication, active listening and balanced judgement.
- Demonstrated ability to build positive relationships, collaborate effectively and maintain productive partnerships with internal and external stakeholders.

PERFORMANCE INDICATORS:

It is expected the incumbent will:

- Leads, manages and motivates staff to deliver high-quality engagement, programs, events, outreach and marketing outcomes.
- Works collaboratively as an active member of the Library Management Team, supporting strategic direction and operational alignment.
- Delivers strategic and operational priorities, including programs, events and outreach.
- Drives continuous improvement, streamlines processes and leads change that enhances service quality, efficiency and community impact.
- Produces clear, high-quality written and verbal communication, including grants, acquittals, reports, memos and procedural updates.

- Plans and delivers projects to scope, budget and timelines, ensuring milestones and quality standards are met.
- Engages with and maintain effective relationships with internal and external stakeholders, strengthening partnerships and collaborative outcomes.
- Builds and maintains effective internal and external relationships that strengthen partnerships and collaborative outcomes.
- Applies sound financial and business management practices, including budget oversight, forecasting, expenditure monitoring, contract management and project governance.
- Comply with all facets of Council's Code of Conduct, modelling ethical behaviour, accountability and professional standards.