



# THSC Position Description

## 1. Position Details

Position Title	S0986 Senior Coordinator - Library Collections and Digital Development
Team	Library Services
Group	Customer, Community Services Group
Report To	CP0119 Manager - Library Services
Number of Direct Reports	7
Max Grade	S13
Min Grade	S12

## 2. Organisational Values

Core Value	Expectation
<b>Honesty</b>	Sets an honest and ethical example for others to follow. This means acting truthfully, transparently and fairly and holding others accountable to do the same.
<b>Integrity</b>	Monitors confidentiality and guide others to respond to inappropriate conduct and conflicts of interest. Models and practices behaviour that supports Council's Fraud and Corruption Policy and other policies. This means facilitating a work environment that encourages reporting of inappropriate conduct and taking responsibility for own actions.
<b>Loyalty</b>	Commits to facilitating the delivery of best outcomes for the organisation. This means fulfilling the obligations of your role and leading by example.
<b>Leadership</b>	Knows own strengths and limitations and can develop them in others. This means taking action to put in place initiatives to coach and assist individuals and teams to apply their capabilities productively in the workplace. This also means participating in team meetings, training and contributing to a positive corporate culture.
<b>Safety</b>	Facilitates resources to implement safe work practices and act on reports of incidents and hazards immediately. This means taking action to provide resources to implement Workplace Health and Safety policies and procedures and make changes to improve safe work practices. Adheres to the responsibilities under Council's WHS Policy and WHS Responsibilities and Accountabilities Procedure.

## 3. Primary Purpose

Provide dynamic leadership and direction to the Library Collections and Digital Development team ensuring delivery of leading-edge library collections and use of innovative technologies that add value to the community. This role will inspire & enthuse team members to deliver high quality services and emerging technology to deliver world class library services to the Hills community considering population increase & technological trends. Be instrumental in the strategic development of the Library Service in relation to areas of responsibility.

## 4. Skills & Competencies

Item	Description
PLAN & PRIORITISE	Understands the strategic direction of Council and contributes to the delivery of team goals and outcomes.
FINANCE	Undertakes tasks and duties with a financially responsible approach.
TECHNOLOGY	Identifies ways to leverage technology to achieve better outcomes and uses corporate systems.
PROCUREMENT	Complies with Council's procurement guidelines.
FLEXIBILITY & CHANGE	Is flexible and able to adjust to changes in their working environment. Listens and takes action to make changes when provided with feedback. Can bounce back after setbacks and failures and use them as an opportunity to learn.
WORKING WITH PEOPLE	Can work as a member of a team and develop meaningful and productive workplace relationships.



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COMMUNICATE & COLLABORATE	Can engage team members and internal stakeholders. Can tailor communication style to the needs of the audience, actively listens to others and provides input where appropriate. Develops respectful working relationships with team and colleagues.
INFLUENCE & NEGOTIATE	Influences and negotiates with other internal and external stakeholders from a position that is well informed of the key issues. Works towards mutually beneficial outcomes.
LEGISLATION & POLICY	Works within defined legislation and policies relevant to their role.
CONTRIBUTE TO COUNCIL'S ETHICAL STANDARDS	Models behaviours to maintain Council's ethical standards, compliance with the Code of Conduct and contributes to wellbeing and reporting inappropriate behaviour.

## 5. Duties

Actively seek out trends and developments in Library services nationally and internationally that may benefit THSC.
Advise the Library Management Team on strategies to continue the delivery of world class Library Services to The Hills community in light of population increase and technological trends.
Contribute to the development and implementation of the library's strategic direction.
Coordinate special projects and key initiatives.
Direct Customer Service as rostered.
Identify and develop solutions for complex issues and problems within areas of responsibility.
Inspire and enthuse team members to deliver high quality services within their area of responsibility, utilising leading edge technology solutions, promoting self-service and innovative methods of delivery.
Maintain team engagement and facilitate a culture that reflects the corporate values.
Manage effective and efficient procurement and acquisition systems to ensure cost effective, timely delivery and availability of new stock in line with Council protocols.
Manage relationships with external suppliers in line with Council protocols.
Manage the implementation of new technology systems and processes.
Manage the Library's Information, Local History, Bibliographic and Digital services.
Manage the provision of highly used library collections (physical and digital) that meet the needs of a diverse customer base.
Manage the selection, purchase and acquisition of Library resources, physical and digital, in line with the Library's Collection Development Guidelines and Council's procurement procedures, to ensure the collection is delivered on budget and meets customer needs. (Annual budget approx. \$500,000)
Other duties specified by the manager.
Oversee the continued development of e-resources and emerging technologies as an integral part of the library collection.
Oversee the development of the Information Service ensuring the community has access to reliable, authentic information both online and in hard copy.
Oversee the development of the Local History service including digitisation of resources.
Oversee the operation of the Library Management System ensuring all modules are utilised to full advantage.
Plan, monitor and manage the team to achieve performance targets and business plan initiatives.
Provide dynamic leadership and direction to the Library Collections and Digital Development Team.
Provide mentoring and coaching to team members.
Provide recognition for achievement and opportunities for staff development to increase capability and enhance customer satisfaction.
Resolve high level or escalated customer requests, enquiries and complaints.
Seek out opportunities to improve processes and procedures.



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## 6. Risk Management

Act at all times in a manner which does not place at risk the work health and safety of themselves or any other person in the workplace. Be responsible and accountable for taking practical steps to minimise Council's exposure to risks insofar as is reasonably practicable within your area of activity and responsibility.

## 7. Qualifications and Accreditations

Drivers Licence (Class C) - NSW

Diploma in a related field and Working with Children Check

## 8. Knowledge and Experience

3 years+ in a similar role

Extensive experience in a customer focussed service environment

Extensive knowledge of current trends in literature & publishing

Highly developed digital literacy

Proven experience building and leading a team in a multi-tasking environment

Proven experience in the implementation of new technology for service delivery

Proven experience in budgetary and resource management

A handwritten signature in black ink, appearing to be 'A. Smith'.

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**Managers Signature**

19/1/2026

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**Date**

\_\_\_\_\_  
**Employees Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee Name**

## Job Demands Checklist for: Senior Coordinator Collections and Digital Development - Library

PHYSICAL DEMANDS	Definition	Freq.
1. <b>Sitting</b>	<i>Remaining in a seated position to perform tasks</i>	C
2. <b>Standing</b>	<i>Remaining standing without moving about to perform tasks</i>	C
3. <b>Walking</b>	<i>Floor type: even / uneven / slippery / indoors / outdoors / slopes</i>	F
4. <b>Running</b>	<i>Floor type: even / uneven/ slippery / indoors / outdoors / slopes</i>	N/A
5. <b>Bending/Leaning Forward from Waist</b>	<i>Forward bending from the waist to perform tasks</i>	C
<b>PHYSICAL DEMANDS</b>		
6. <b>Trunk /Twisting</b>	<i>Turning from the waist while sitting or standing to perform tasks</i>	C
7. <b>Kneeling</b>	<i>Remaining in a kneeling posture to perform tasks</i>	I
8. <b>Squatting/Crouching</b>	<i>Adopting a squatting or crouching posture to perform tasks</i>	F
<b>PHYSICAL DEMANDS</b>		
9. <b>Leg / Foot Movement</b>	<i>Use of leg and / or foot to operate machinery</i>	N/A
10. <b>Climbing (stairs/ladders)</b>	<i>Ascend / descend stairs, ladders, steps</i>	F
11. <b>Lifting/Carrying</b>	<i>Light lifting and carrying: 0 – 9kgs</i>	C
12. <b>Lifting/Carrying</b>	<i>Moderate lifting and carrying: 10 – 15kgs</i>	I
13. <b>Lifting/Carrying</b>	<i>Heavy lifting and carrying: 16kgs &amp; above</i>	N/A
14. <b>Reaching</b>	<i>Arms fully extended forward or raised above shoulder</i>	F
15. <b>Pushing/Pulling/Restraining</b>	<i>Using force to hold / restrain or move objects toward or away from the body</i>	F
16. <b>Head/Neck Postures</b>	<i>Holding head in a position other than neutral (facing forward)</i>	N/A
17. <b>Hand/Arm Movements</b>	<i>Repetitive movements of hands and arms</i>	C
18. <b>Grasping/ Fine Manipulation</b>	<i>Gripping, holding, clasping with fingers or hands</i>	C
19. <b>Work at Heights</b>	<i>Using ladders, footstools, scaffolding, or other objects to perform work</i>	O
20. <b>Driving</b>	<i>Operating any motor powered vehicle</i>	O

### FREQUENCY KEY:

<b>C</b>	<b>Constant</b>	Occurring continuously over a period of time
<b>F</b>	<b>Frequent</b>	Occurring or done many times at short intervals
<b>I</b>	<b>Infrequent</b>	Not occurring often, rare
<b>O</b>	<b>Occasional</b>	Occurring, appearing, or done infrequently or irregularly
<b>N/A</b>		Not relevant

SENSORY DEMANDS	Definition	Freq.
1. <b>Sight</b>	<i>Use of sight is an integral part of work performance, eg. Computer screens</i>	C
2. <b>Hearing</b>	<i>Use of hearing is an integral part of work performance, eg. Operating a telephone</i>	C
3. <b>Smell</b>	<i>Use of smell is an integral part of work performance, eg. Working with chemicals</i>	N/A
4. <b>Taste</b>	<i>Use of taste is an integral part of work performance, eg. Food preparation</i>	N/A
5. <b>Touch</b>	<i>Use of touch is an integral part of work performance</i>	F
<b>PSYCHOLOGICAL DEMANDS</b>		
1. <b>Distressed People</b>	<i>Emergency situations</i>	O
2. <b>Aggressive &amp; Uncooperative People</b>	<i>Dementia, mental illness, drug or alcohol</i>	O
3. <b>Unpredictable People</b>	<i>Dementia, mental illness, drug or alcohol</i>	O
<b>ENVIRONMENTAL DEMANDS</b>		
1. <b>Dust</b>	<i>Exposure to atmospheric dust</i>	O
2. <b>Gases</b>	<i>Working with explosive or flammable gases requiring precautionary measures</i>	N/A
3. <b>Fumes</b>	<i>Exposure to noxious or toxic fumes</i>	N/A
4. <b>Liquids</b>	<i>Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</i>	N/A
5. <b>Hazardous Substances</b>	<i>Dry chemicals, glues, etc.</i>	O
6. <b>Noise</b>	<i>Environmental / background noise necessitates people to raise their voice to be heard</i>	N/A
7. <b>Inadequate Lighting</b>	<i>Risk of trips, falls or eyestrain</i>	N/A
8. <b>Sunlight</b>	<i>Risk of sunburn exists from spending more than 10 minutes per day in sunlight</i>	N/A
9. <b>Extreme Temperatures</b>	<i>Environmental temperatures are less than 15°C or more than 35°C</i>	N/A
10. <b>Confined Spaces</b>	<i>Areas where only one egress (escape route) exists</i>	N/A
11. <b>Slippery or Uneven Surfaces</b>	<i>Greasy or wet floor surfaces, ramps, uneven ground</i>	N/A
12. <b>Inadequate Housekeeping</b>	<i>Obstructions to walkways and work areas cause trips and falls</i>	O
13. <b>Working at Heights</b>	<i>Ladders / stepladders / scaffolding are required to perform tasks</i>	N/A

<b>14. Biological Hazards</b>	<i>Exposure to body fluids, bacteria, infectious diseases</i>	O
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