Library Services Supervisor (SCS097 SCS202)

Position Description

Directorate	Community Directorate
Division	Community Services
Grade	9
Employment Type	Permanent, part time
Reports to	Library Services Manager (SCS025)
Staff Supervision	4 direct staff report

Primary purpose of the position

The position is responsible for leading and supervising the weekend Library Services team, ensuring the delivery of high-quality customer service through leadership and example, participating in circulation and undertaking administrative duties to support the effective operation of Library Services.

Key responsibilities

- Lead and supervise the weekend Library Services team as the senior officer on duty. Coordinate work allocation and provide support to staff to ensure delivery of high-quality customer service.
- Assist with the day-to-day administration of the library, including staff rosters, purchasing, record keeping and other administrative functions.
- Lead the delivery of circulation services, including customer enquiries, borrowing and return transactions and library memberships. Maintain library collections through shelving, shelf tidying and the timely re-shelving of library materials.
- Provide advice and support to customers with reference enquiries, reader services and technology assistance. Contribute to the delivery of library programs, events and activities.
- Oversee cash handling activities, including receipting, reconciliation and petty cash management.
- Undertake general library service activities, including stock maintenance and other duties required to support the effective operation of the library.
- Attend and participate in team meetings, planning sessions and professional development activities as required.

Key behaviours

All Council employees are responsible for aligning their conduct in accordance with key behaviours when undertaking the duties of their position. The foundation of these key behaviours is based on Council's Values and vary dependent on the level of your position.

As a supervisor, you are expected to demonstrate the behaviours required of non-supervisory employees, in addition to those outlined below.

Please refer to Council's Key Behaviours template for more information.

Communication

- I ensure that roles and responsibilities are clearly communicated
- I actively listen to the concerns of my team members and customers
- I keep my team members informed and clearly explain why decisions have been made
- I provide and accept regular, valid and objective feedback in relation to individual performance

Trust

- I recognise and report misconduct, illegal or inappropriate behaviour, and help my team to do the same
- I am fair and consistent in my dealings
- I am honest with my staff and trust them to fulfil their roles
- I ensure the actions of myself and others are focused on achieving organisational outcomes
- I take responsibility for the behaviour and performance of my team within the workplace
- I deal with issues when they arise

Respect

- I treat each team member consistently and equitably
- I lead with honesty, fairness and respect
- I drive a team culture that values diversity and inclusiveness, builds respect and recognises the true potential of all individuals

Innovation

- I contribute to change processes and see change as an opportunity to improve performance
- I lead and support innovation, continuous improvement and strategic planning
- I support my team to implement new ideas and make decisions even if that means learning from their mistakes

Teamwork

- I identify and implement safe work practices, taking a systematic approach to managing risk, and ensure the health & safety of myself and others
- I acknowledge the achievements of my team members
- I address performance and mentor and coach my team
- I encourage a positive working environment
- I set clear objectives and goals for my team to achieve

Work Health and Safety

Work Health and Safety (WHS) is the number one priority at Wagga Wagga City Council (Council'). We make no compromise when it comes to employee safety.

As a supervisor and worker of Council, it is your responsibility to:

- Set and enforce clear standards for WHS in your team/s, in line with Council's WHS policies and procedures
- In consultation with workers and other affected people, ensure all WHS hazards in your team/s are identified, controlled and reviewed, and carry out all allocated WHS corrective actions in a timely manner
- Ensure the safe systems of work and daily risk management activities are carried out as per Council procedures, to ensure that all WHS hazards in your team/s are identified, controlled and reviewed.

To minimise risk and assist in protecting workers in employment at Council, workers are required to meet the inherent requirements of the position, including any Job Demand Analysis (JDA) that has been completed outlining the inherent physical requirements of this position. Council seeks to apply reasonable adjustments to remove barriers to workplace participation for individuals with a disability or injury.

Essential requirements of the position

Qualifications, licences and competencies

1. Qualifications relevant to the role, for example, Certificate IV Library and Information Services.
2. Class C Driver's Licence.

Skills and experience

3. Demonstrated experience relevant to the role.
4. Proficiency in the use of Microsoft Office and other relevant software packages.
5. Solid communication (oral and written) and interpersonal skills.
6. Demonstrated time management, financial, planning, and administrative skills.
7. Demonstrated ability to work effectively in a team and independently.
8. Demonstrated ability to deliver quality customer service, contribute to service improvements and adapt to change.
9. Demonstrated understanding of Equal Employment Opportunity and Work Health & Safety requirements relevant to the role including risk assessment of activities and tasks.
10. Ability to work weekends in accordance with rostering arrangements.

Disclaimer

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. Employees can therefore expect to undertake other duties in addition to those identified.
Reviewed: 27 October 2026.
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