

POSITION DESCRIPTION

POSITION TITLE	Coordinator Library Services
DIRECTORATE - SECTION	Community
LEVEL - EBA	9 - Salaried
RESPONSIBLE TO	Manager Community Hubs and Safety

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

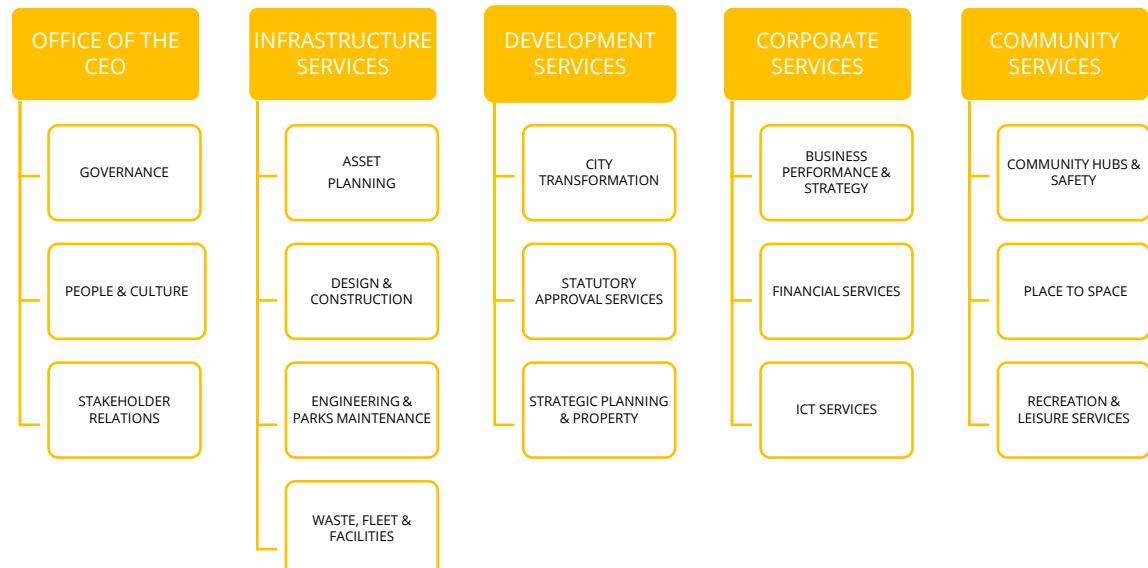
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

RESPECT	We treat everyone with dignity, fairness, and kindness—valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.
INTEGRITY	We act with honesty, transparency, and accountability—upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.
CARE	We build trust through empathy, honest feedback, and mutual support—creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.
HONESTY	We communicate truthfully and openly—building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

Working in consultation with the Manager Community Hubs and Safety to effectively plan and provide a quality public library service working in accordance with Council's standards to meet the needs of its residents, and to manage the operational requirements of the libraries. The role is also expected to explore strategic growth and opportunities for changes to library services and cultural partnerships.

KEY RESULT AREAS

LEADERSHIP

- Lead implementation and management of the City's strategies, plans and initiatives across Library Services to provide clear and supportive direction to teams in line with the City's vision, values and principles as well as corporate expectations.
- Proactively collaborate and communicate effectively with staff, stakeholders and customers to deliver the City's goals.
- Deliver effective and inclusive team management, ensuring teams give and receive high quality, regular and constructive feedback and opportunities in line with performance and development plans and expectations.
- Support the City to create safe and collaborative working environments, and proactively identifies and addresses risks, hazards and improvements.
- Oversee Library branch operations across the City's four libraries and support services.
- Improve strategic opportunities, approaches and changes for Libraries by exploring and supporting community partnerships, services, teams and stakeholders.
- Ensure legislative, policy and corporate compliance with all relevant State, Local, industry and City requirements.

OPERATIONAL PLANNING/DEVELOPMENT

- Support the Manager Community Hubs and Safety by effectively facilitating the delivery of Library services in accordance with relevant requirements and direction.
- Coordinate the development, promotion, evaluation and delivery of Library services, events and programs which meet the needs of the community.
- Ensure monitoring and management of all branch budgets and provision of monthly expenditure reports/updates, complying with approved budgets.
- Manage the responsible and ethical management of resources and information to support teams to deliver compliant, helpful and valued services.
- Prepare statistical and informational reports as required.
- Coordinate and improve strategic and operational planning to support deliverables for Library services and Community Hubs and Safety.
- Contribute to internal and external working groups as and when required.
- Maintain and develop relevant Library, stakeholder and community networks to understand, prevent and manage issues in a timely and effective manner.

CUSTOMER SERVICE/COMMUNICATION

- Lead by example, driving a culture of collaboration, communication and empowerment across the City and community, but particularly for libraries and the broader Community Hubs and Safety business unit.
- Maintain regular and proactive communication, support and two-way feedback for Community Librarians, support staff and across teams to encourage a cohesive and positive culture across Library services.

- Respond promptly to internal and external enquiries regarding Library resources, programs, services and activities.
- Liaise effectively with a diverse range of stakeholders, staff and sector partners, proactively seeking feedback to ensure community needs and expectations are met.
- Proactively develop, maintain and foster excellence in customer service standards and culture, with a consistently positive image of the City being promoted to the community.
- Ensure that libraries assist residents of the City and promote access and understanding of City services and information to support community needs.
- Lead, implement and monitor ethical behaviour in line with the Code of Conduct.

WORKPLACE HEALTH AND SAFETY

- As an officer of a PCBU (Person Conducting a Business or Undertaking), exercise due diligence to ensure the City complies with legislative health and safety duties.
- Due diligence includes maintaining current knowledge on work health and safety matters, understanding the nature and operations of the work, applying relevant treatments and mitigations to any associated hazards and ensuring timely escalation of issues where required.
- Ensure the team has and uses appropriate resources and processes to eliminate or minimise risks including physical and psychosocial hazards.
- Ensure the team complies with relevant requirements for work-related incidents, hazards and risks and to respond in a timely manner.
- Complies with the duties and obligations in reporting notifiable incidents, consulting with workers and complying with lawful instructions.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Possession of tertiary qualification or certification in a relevant area, e.g. Business, Local Government, Library and/or Information Management (desirable).
- Provision of a current Police clearance.
- Current Working with Children Check.

SELECTION CRITERIA

1. Experience in developing, leading and improving effective teams in a frontline service environment.
2. Well developed written and interpersonal communication skills.
3. Experience in management and monitoring of departmental plans, resources, safety, reports and correspondence in line with deadlines, standards and budgets.
4. Demonstrated ability to develop and/or deliver high standards of customer service.
5. Ability to understand public library operations, priorities and trends.
6. Proficient in the use of corporate and information management systems, e.g. library systems, Microsoft Office.

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) bring to all its staff. The City seeks to integrate the principles of EDI

throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager Community Hubs & Safety

DATE PD REVIEWED/APPROVED: 7 January 2026
