

## Job Description Form

### Senior Coordinator Information Services

<b>Position Number:</b> 16682	<b>Classification Level:</b> Level 5
<b>Directorate:</b> Library Services	<b>Agreement:</b> Public Sector CSA Agreement 2024
<b>This Position Reports To:</b> 16684 Manager Public Libraries and Information Services, Level 7	
<b>Positions Reporting to this Position:</b> 12547 Coordinator L3 16277 Senior Library Officer L2 16213 Library Officer L1 12382 Library Officer L1 12207 Library Officer L1 12199 Library Officer L1 12373 Library Officer L1 12212 Library Officer L1 12218 Library Officer L1 12371 Library Officer L1	

#### ROLE OF DIRECTORATE

The Library Services Directorate delivers responsive services to the Western Australian community, from the vibrant State Library building in the cultural heart of Perth, online and through the network of public libraries across our expansive state. Library Services shares Western Australian stories from our rich collections through exhibitions, events and experiences and celebrates and supports Western Australian storytellers as they share their stories in all their many forms. Library Services provides access to information and learning opportunity and support for researchers, and partners with local governments to provide free, equitable and contemporary library services throughout Western Australia. Library Services inspires a lifelong love of reading, writing and learning and communicates our many offerings to the community and beyond.

## POSITION PURPOSE

This position is responsible for supervising, coordinating, and supporting the activities of the Information Services team to help ensure the successful delivery of high-quality State Library services. The position also works closely with the Team Leader Information Services and Manager Public Libraries and Information Services to help fulfil the State Library's strategic objectives, vision, and values

## KEY RESPONSIBILITIES OF THIS POSITION

### **Role Specific Responsibilities:**

1. Oversees, coordinates, supports and problem solves the daily operations in the Public Libraries and Information Services team, including liaising with clients when required.
2. Analyses and interprets data and other business information to evaluate services, processes, and projects, and recommend improvements.
3. Assists the Team Leader Information Services and Manager Public Libraries and Information Services to develop and maintain a high performing team providing services that reflect the State Library's vision and values.
4. Oversee front of house operations and technology, volunteers, venues and client satisfaction surveys workflow management to improve and optimise the service and activities undertaken by the team.
5. Contributes to improvements through evaluation of library services and provides leadership in driving successful change practices.
6. Provides training and mentoring to staff for their development to improve the customer service experience for clients.
7. Communicates and negotiates effectively, both within the team and with other stakeholders, using a range of both written and verbal formats.
8. Performs other duties, including for other teams across the State Library, as required.

### **Corporate Responsibilities:**

1. Models, promotes and demonstrates a genuine commitment to the Library's organisational values.
2. Adheres to the Public Sector Code of Ethics and Library Code of Conduct.
3. Acts safely and in accordance with the Library's Occupational Health and Safety Policy and Procedures.

## WORK RELATED REQUIREMENTS

Applicants should be able to demonstrate their capability to meet the criteria below, which should be read in conjunction with the specific responsibilities of this position:

### **Essential:**

#### **1. Role Specific**

- Demonstrated ability to supervise, develop and mentor a diverse team of people in a customer service environment, with an understanding of relevant practices, trends, and challenges as relevant to the role.
- Experience and/or theoretical knowledge of collecting, analysing, and interpreting quantitative and qualitative data to evaluate services and projects and provide recommendations.

#### **2. Shapes and Manages Strategy**

- Demonstrated ability to contribute constructively to and work towards a strategic vision.
- Experience and/or theoretical knowledge of change management practices and how to apply them.

#### **3. Achieves Results**

- Demonstrated ability to complete projects on time to meet operational outcomes.
- Demonstrated experience in using digital tools, including Microsoft Excel and SharePoint, and the ability to troubleshoot simple technical problems.

#### **4. Builds Productive Relationships**

- Demonstrated ability to work with people from diverse backgrounds and manage challenging situations in a customer service environment to promote positive interactions.

#### **5. Exemplifies Personal Integrity and Self-Awareness**

- Well-developed interpersonal skills with a focus on professional development.

#### **6. Communicates and Influences Effectively**

- Demonstrated experience in communicating effectively via a wide range of formats, both verbal (including over the phone) and in writing, and formal presentations to a large audience.
- Liaises, negotiates, and influences relevant stakeholders, especially direct reports, team members and staff in other areas.

### **Desirable:**

- Relevant tertiary qualification
- Experience recruiting and managing volunteers

## APPOINTMENT PRE-REQUISITES

**Appointment to this position is conditional on:**

1. Successful 100-point Identification Check
2. Right to Work in Australia
3. Successful Criminal Record Screening Clearance

## SPECIAL CONDITIONS

**Special conditions of this position:**

1. Occasional out of hours and / or weekend work.
2. May be required to travel intrastate and / or interstate.

## CERTIFICATION

The details contained in this document are an accurate statement of the responsibilities and requirements of this position.

<b>Position Title:</b> Director Library Services	<b>Name:</b> Susan McEwan	<b>Date:</b> 13/02/2025
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