

POSITION: COORDINATOR CUSTOMER EXPERIENCE (LIBRARIES)

REPORTS TO: MANAGER LIBRARIES & LEARNING

ACCOUNTABLE TO: GROUP MANAGER CULTURE, COMMUNITY & RECREATION

GROUP: CULTURE, COMMUNITY & RECREATION

DATE REVISED: AUGUST 2020

ROLE CHARTER

This role charter is indicative of the position only and not intended to be a comprehensive and exhaustive list of the accountabilities and duties of a coordinator of Council. Just as the organisation is adaptive and responsive, Council's coordinator roles are similarly dynamic. This role will evolve and change over time, in line with the growth of the City, changing strategic directions and desired operational outcomes.

Ongoing professional learning, organisational development and continuous improvement are fundamental tenets of Council's operations, and as such coordinator role charters and accountabilities will change over time.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

This role is critical in actively modelling and embedding Council's Guiding Principles in the delivery of library plans, programs, procedures and systems that are focused on the objectives of the Delivery Program, specifically ensuring our libraries are vital community resources that create opportunities to connect, learn and grow.

Our guiding principles are:



MAKE THINGS EASY
Do the hard work to make things intuitive for me.



BE WELCOMING
Care for me as a person, not a task or a number.



BE OPEN MINDED
Listen to me and work with me to find solutions.



LOOK OUT FOR ME
Thoughtfully anticipate what will make my days go smoother.



KEEP YOUR PROMISES
Follow through on your commitments to me.

PRIMARY PURPOSE

To lead and coordinate delivery of Library customer service, including overseeing day to day operations of the library branch network and digital service delivery to ensure world class provision of customer experience on site and online.

To work as part of a department leadership team to ensure that staff have the tools they need to deliver exceptional experiences for the community by championing customer focus and a solutions-based approach.

To ensure that the lead, joint and partnered accountabilities as outlined in Council's Delivery Program, are achieved through the active modelling of the Guiding Principles and within the Integrated Planning and Reporting and other organisational frameworks.

To enact Council's strategies and policies relevant to the section's operation as well as ensure the delivery of plans, services, programs, procedures and systems focussed on the attainment of the identified four- year objectives.

LEADERSHIP

Maitland City Council's leaders are people of honesty and integrity, with a genuine desire to deliver outcomes for our community. Having a deep sense of purpose leaders in partnership with their team are the principal force that motivates and coordinates the section in accomplishing its operational objectives.

The leader is committed to engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this role, the leader will:

- Actively model and champion Council's Guiding Principles.
- Actively participate in open and genuine discussion, collaborating and partnering across the department to capitalise on existing and emerging knowledge and experience.
- Hold both self and others accountable for their decisions, actions, behaviours and outcomes.
- Motivate, inspire and support the team to develop the confidence and capability to realise their full potential.
- Be an active and visible presence across the organisation.

MANAGEMENT

Maitland City Council's leaders are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The leader will:

Manage people

- Supervise, support and coach staff in undertaking the work and projects of the section.
- Monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing.
- Contribute to a positive employment relationship.
- Champion a safe and healthy workplace and fair and equitable work practices.
- Demonstrate effective communication, problem solving and interpersonal skills.

Manage operations

- Support Manager Libraries and Learning and the departmental team in the effective delivery of Council's services.
- Coordinate and implement actions and tasks as identified in the Operational Plan.
- Manage the daily operations of the section within identified budgets, delegations and administrative processes.
- Maintain operational oversight of the functional area of expertise so as to inform and participate in annual planning and reporting processes.
- Develop procedures and other tools to support implementation of adopted strategies and policies.



- Provide timely and accurate information and reports to the Manager.
- Administer and comply with the organisations policies and procedures.
- Administer and undertake training and development.

Manage relationships

- Act as the primary link between the Manager and the staff of the section.
- Contribute to the departmental management activities including support for other members of the departmental management team.
- Effectively participate in nominated cross organisational project teams.
- Establish and maintain productive relationships with identified stakeholders or groups.

Manage performance

- Have input and implement business plans for the department for integration with Council's Strategic Planning.
- Monitor and report on the sections performance against the Operational Plan and business plans.
- Identify opportunities for employee development and performance improvement within Council's workforce development framework.
- Focus on the continuous improvement in the execution of actions/tasks of the section.

CORE ACCOUNTABILITIES

In addition to fulfilling the core leadership and management accountabilities described above, the Coordinator is also accountable to:

1. Coordinate Library customer experiences and digital service delivery through a business-based approach in accordance with Council's Community Strategic and Delivery Plans, including implementation and monitoring of key strategic responsibilities in the Library's operational plan.
2. Drive a culture of innovation in development, delivery and review of customer experience provided by the library branch network and website, including strategies, systems, processes and digital content.
3. Coordinate the delivery of best practice digital services and information systems to ensure improved productivity and efficiencies and continuously improve and enhance customer experiences.
4. Lead the Library's customer experience team to ensure delivery of exceptional front-line customer experiences by championing solutions-based servicing that align with key Library strategies and reflect community interests and priorities.
5. Coordinate the development, implementation and review of strategies to continuously improve customer satisfaction and service levels and further enhance library use, including the monitoring and reporting of library branch and website performance and outcomes in accordance with adopted frameworks.
6. Coordinate and monitor budget expenditure, grants and other funding streams to support the delivery of customer and digital services, including development of digital content.
7. Support the growth and sustainability of the Library's reputation through the development of professional relationships with other libraries, community organisations, education providers, partners and stakeholders.

The incumbent is required to undertake any other duties, projects or tasks as directed by the Manager which are within his/her skills, competence and training.



The incumbent is to comply with the organisations policies and procedures and undertake training and development.

ESSENTIAL CRITERIA

1. Degree level qualification in a field relevant to the role or an equivalent combination of relevant contemporary experience in service operations management coupled with relevant education/training.
2. Significant contemporary industry knowledge and demonstrated experience in operations management, within a customer-focused service environment, including the ongoing operation of facilities and services aligned with organisational and community needs and expectations.
3. Demonstrated experience and ability to lead staff and build teams with a commitment to high standards of performance, outcome delivery and customer service, including highly developed negotiation and problem-solving skills.
4. Proven ability to analyse information and produce meaningful, business focused reports, strategies, policies and submissions for sound decision making.
5. Demonstrated ability to manage defined budgets to meet the operational and strategic financial targets of the organisation.
6. Well-developed interpersonal skills, including the ability to establish and maintain working relationships with internal and external stakeholders including employees, contractors, community groups and the broader community.
7. Current Class C Driver's licence.
8. Current NSW Working With Children Check Clearance.

DESIRABLE CRITERIA

1. Cert IV in Leadership and Management or equivalent.
2. Contemporary industry knowledge and demonstrated experience in the local government or other multi-disciplined environment.
3. Appreciation of the role of public libraries in communities.

Maitland City Council has deemed this position to be child-related. To apply for this position, you must be issued with a Working With Children clearance number by the Office of the Children's Guardian. A person that does not have a Working With Children Check and/or deemed barred from the Office of the Children's Guardian are ineligible to apply.

Date:

Agreed:

Employee Name

Employee signature

