

Position Description

Manager Libraries and Customer Service

Your role:	Manager Libraries and Customer Service
You will report to:	Director Community and Development
Your Directorate:	Community and Development
Your Salary Level:	Total Employment Package
Special Conditions:	<p>Drivers Licence</p> <p>Some out of hours work will be required, including attendance at meetings or workshops.</p> <p>A current Working with Children Check and National Police Certificate are required, and the incumbent must undertake Child Safe Environments Training every three years</p>

Position Overview

This position is responsible for the strategic and operational management of library and customer service functions across multiple sites. This position ensures that Libraries provide opportunities for learning and connection through a range of innovative, community-focussed and accessible services.

Additionally, a key focus of the position is to lead and enhance the customer experience across all customer service channels, ensuring a consistent, high-quality, and customer-centred approach.

About the Team

You will lead a team dedicated to fostering a love of learning, literacy and customer service through innovative services, dynamic programs, and inclusive spaces. The team operates across multiple library branches and customer service centres, delivering high-quality and responsive services. The department comprises approximately 36 staff (24 FTE), including 4-5 direct reports to the Manager.

Our library team is passionate about delivering outstanding service, ensuring our library remains a welcoming and essential hub for knowledge, creativity, and community.



Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.

Our values

Available	we make it easy for our customers and colleagues to reach us
Helpful	we are approachable and always willing to assist our customers and each other
Empathetic	we share our knowledge and commit to dealing with our customer queries responsibly
Responsive	we are responsive to the needs and requests of our colleagues and customers. We keep them informed at all times so they know what to expect from us
Reliable	we are honest, accurate and consistent in all that we do

Your Stakeholders

Internal	All other Council departments, and staff
External	The Adelaide Hills Community, including residents, business owners and operators, visitors, workers, students and volunteers, other 'One Card' libraries and their customers Public Library Services and Libraries Board, Community groups and individuals, contractors and suppliers

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees.

Position Responsibilities

- Provide strategic direction by developing and implementing relevant strategies related to Libraries, Customer Service and Customer Experience
- Lead, coach, and develop staff to achieve high performance and professional growth
- Manage performance through regular feedback, development planning, and formal processes.
- Role model Council's values and foster a culture of collaboration, accountability, and continuous improvement.
- Oversee the delivery of library and customer services across multiple physical and digital service points.
- Ensure services are welcoming, accessible and aligned with community needs.
- Lead a Council-wide approach to improving the customer experience, including identifying and implementing innovations that enhance the customer journey.
- Develop, monitor and report on key metrics relating to libraries, customer service and customer experience
- Build and maintain strong relationships with internal and external stakeholders.
- Contribute to the setting of organisational priorities and the development and implementation of strategic and corporate projects.
- Manage departmental budgets, including planning, monitoring, and reporting.
- Ensure compliance with policies, procedures and delegations.
- Oversee WHS and risk management practices within the department.

Position Criteria

People Leadership	<ul style="list-style-type: none">• Demonstrated ability to lead, coach, and develop staff in a complex and dynamic environment.• Experience managing performance, including feedback, development planning, and formal performance processes.• Proven ability to foster a high-performance culture and lead teams through change.• Demonstrated ability to identify and address work health and safety requirements.	Essential
Technical Knowledge & Experience	<ul style="list-style-type: none">• Demonstrated experience in managing complex service delivery models, including multiple sites, programs, and dispersed teams, aligned to organisational objectives.	Essential

	<ul style="list-style-type: none"> Proven ability to develop, implement, and monitor strategies and new initiatives. Understanding of the role of public libraries in communities and the ability to promote access to library services. 	
Collaboration and Communication	<ul style="list-style-type: none"> Excellent written and verbal communication, presentation and engagement skills, with the ability to interact with staff at all levels across Council in order to achieve outcomes. Excellent interpersonal skills, including the ability to build and maintain positive relationships with internal and external stakeholders. Demonstrated ability to influence, negotiate, and resolve conflicts in a professional manner. 	Essential
Qualifications	<ul style="list-style-type: none"> Tertiary qualifications in management, leadership, or a related discipline; or significant experience in a relevant discipline. 	Desirable
Customer Service	<ul style="list-style-type: none"> Proven ability to improve the customer experience across multiple service channels. Ability to implement customer service processes and principles that ensure all service points are welcoming, accessible, and focused on first-contact resolution. 	Essential
Government Experience	<ul style="list-style-type: none"> Understanding of the local government environment, including working within policy, legislative, and community frameworks. 	Essential
Corporate Experience	<ul style="list-style-type: none"> Proven ability to manage performance metrics and reporting to support continuous improvement and accountability. Experience in developing and managing budgets and financial operations. Demonstrated ability to work effectively with a range of digital tools and technologies and contribute to technology-enabled service improvements. 	Essential
Finance Delegations	<ul style="list-style-type: none"> Yes 	

Job Requirements Guide

Frequency guide

1. Constant (ongoing, occurs daily)

3. Occasional (occurs 2-4 times per week)

2. Frequent (occurs 1-2 times daily)

4. Infrequent (occurs once per week or less)

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y		X			
Walking	Y		X			
Sitting	Y		X			
Bending /twisting the back	Y			X	X	
Bending /twisting the neck	Y				X	
Kneeling/squatting/ crouching	Y				X	
Climbing e.g. stairs/steps/ladders	Y			X		
Reaching forward /sideways >30 cm	Y			X		
Working with hands above shoulder height	Y			X		
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y			X		
Pushing/pulling/dragging	Y			X		
Gripping/grabbing	Y			X		
Fine hand coordination	Y	X				
Holding/supporting any object or person	N				X	

Environmental						
Work in an indoor/outdoor environment	Y				X	
Work at heights	N					
Work in confined spaces	N					
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	N					
Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N					
Exposure to fumes/dust	N					
Managing security/private information	Y	X				

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	Y			X		
Dealing with difficult/complex negotiation of a personal nature	Y			X		
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	Y				X	
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions	Y	X				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				

