



Position Description – Team Leader Community Experience

Division	Engaged Community
Portfolio	Community Connections
Business Unit	Community Experience
Level	5
Reports To	Coordinator Community Experience
Prescribed Position	Yes

Position Objective

To provide strong, values-led leadership that empowers frontline staff and volunteers to deliver exceptional customer experiences and high-quality services across community facilities. This role ensures the seamless day-to-day operation of libraries that are recognised as centres of excellence for community connection, literacy, learning, and innovation.

By fostering a high-performance culture, modelling service excellence, and building team capability, the role drives outcomes that reflect the strengths and needs of our diverse communities. Working collaboratively across the Community Connections Portfolio, the Team Leader ensures our places are welcoming, responsive, and genuinely impactful.

Key Responsibilities

- Lead the development, performance, and day-to-day operations of the Community Experience team and facilities, aligning service delivery with Community Connections strategic priorities and ensuring high-quality, community-focused outcomes.
- Build and nurture a high-performing, multi-skilled team, working collaboratively to drive capability, accountability, and a positive, growth-oriented culture through coaching, feedback, and structured development planning.
- Identify and implement service improvements across frontline operations, fostering a culture of continuous improvement to enhance staff effectiveness and community experience.
- Support the use and optimisation of library technologies critical to service delivery, including the Library Management System (LMS), RFID, and public booking systems, ensuring the team is confident and capable in their use.

- Lead a customer-first culture, delivering exceptional service across physical and digital environments, and contributing to inclusive, welcoming spaces that reflect the identity and needs of each local community.
- Champion customer experience innovation, using feedback, data, and best practice to design and implement responsive, accessible, and high-quality service approaches in line with Council's Customer Experience Strategy.
- Build and maintain strong partnerships with internal teams, community stakeholders, and external networks to enable collaborative planning, integrated service delivery, and place-based initiatives.
- Apply community development principles to ensure services, spaces, and experiences are locally relevant, inclusive, and supportive of civic participation and belonging.
- Contribute to and lead cross-functional projects and community engagement initiatives, supporting the delivery of Community Connections' strategic and operational objectives.
- Oversee daily operations of library and community facilities, including customer service, technology, maintenance, collection activities, outreach, and space hire, ensuring a seamless and responsive experience for all users.
- Model and embed operational excellence, driving consistency, accountability, and sound financial and administrative practices across all areas of responsibility.
- Provide leadership and support to volunteers and placements, role modelling positive behaviours and ensuring their contribution is meaningful and well-supported.
- Drive innovation in service delivery, exploring emerging technologies, library sector trends, and new work methods to improve digital access, operational efficiency, and customer outcomes.
- Support data-informed decision-making, reporting on performance measures and funding outcomes, analysing usage trends, and contributing to the evaluation and enhancement of service impact.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for developing a risk aware culture by ensuring the implementation, maintenance and evaluation of risks within their areas of responsibility, in accordance with the Risk Management Framework.
- Responsible for providing leadership of the safety and wellbeing of their staff in accordance with the Work Health & Safety Act 2012 and will provide leadership in the implementation and monitoring of Council's Work Health & Safety Management System within their area of responsibility.

- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.
- Take relevant actions in accordance with Legislative requirements under the Children's Protection Act 1993 Section 8A and Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Passionate about working with and for the community, with a strong belief in the role of public libraries as inclusive, dynamic community hubs
- Proven collaborative leadership capability, with the ability to motivate, develop and support high performing, values-driven teams.
- Strong interpersonal, written and verbal communication skills, with the ability to negotiate, mediate, and build positive relationships across diverse stakeholders.
- Demonstrated ability to foster a culture of innovation and continuous improvement, contributing to service evolution and enhanced customer outcomes.
- Ability to lead through change, demonstrating agility, resilience, and a proactive response to evolving community needs and operational priorities.
- Well-developed organisational skills, including time management, creative problem solving and confident decision-making in a fast-paced environment.
- Sound project management capability, with the ability to coordinate and deliver initiatives aligned with team and portfolio objectives.
- Competent in the use of digital tools and corporate systems, including Microsoft Office Suite, LMS platforms, and internal systems for finance, records, customer requests, bookings and reporting.
- Demonstrated understanding and enthusiasm for the direction of the Community Connections Portfolio and broader organisation.
- Demonstrated behaviour consistent with the organisational values.

Knowledge

- Knowledge of library and community development industry trends.
- Understanding of the role and impact of public libraries & community centres.
- Knowledge of best practice customer experience principles and systems.

- Familiarity with the One Card consortium and its operating environment.

Experience

- Demonstrated success in delivering high-quality, customer-focused service.
- Proven ability to lead, develop and support high-performing teams.
- Experience in a library and/or community development setting.
- Operational management experience in a library or community facility.
- Confident supporting staff and community in the use of digital tools and technologies.
- Experience maintaining and troubleshooting library systems such as LMS and RFID.
- Involvement in place-based initiatives or community engagement activities.
- Experience managing bookings, resources, reporting and compliance in a service environment.

Qualifications & Requirements

A tertiary qualification in library, information management, community development, frontline management or related field and/or commensurate demonstrated experience in lieu of formal qualifications

Essential

Current class 1 driver's licence.

Desirable

Working with Children Check (WWCC).

Essential

Child Safe Environments Training.

Essential

On-call availability outside of regular working hours required, as needed.

Essential