



## Position Description – Coordinator Community Experience

<b>Division</b>	Engaged Community
<b>Portfolio</b>	Community Connections
<b>Business Unit</b>	Libraries
<b>Level</b>	7
<b>Reports To</b>	Lead Coordinator Library Strategy
<b>Prescribed Position</b>	Yes

### Position Objective

Lead the delivery of a consistent, high-quality and community-centred customer experience across Libraries and Ngutungkas by optimising frontline service models, building leadership capability, and embedding continuous improvement and innovation.

The role is accountable for aligning service delivery with community needs and organisational priorities, driving efficient and responsive access across all channels, and contributing to a coordinated, portfolio-wide approach to customer experience that strengthens outcomes across Community Connections.

### Key Responsibilities

- Lead the Community Experience team within a large and complex library service, driving consistent, high-quality and community-centred service delivery across all access points, including Outreach and Mobile Library.
- Coach and develop Team Leaders to build leadership capability, embed consistent practice, and support high performance across the Community Experience team.
- Lead and optimise frontline service models, staff deployment and systems, ensuring integrated, agile and responsive customer experiences aligned to evolving community needs.
- Drive continuous improvement, innovation and change to strengthen customer experience, access and service outcomes across Community Connections facilities.
- Contribute as an active member of the Community Connections leadership group to portfolio planning, strategic priorities and organisational initiatives.
- Develop and sustain strategic partnerships, collaborating with key Customer Experience stakeholders with professionalism, enthusiasm and drive.

- Lead and deliver key customer experience initiatives aligned with Council's Customer Experience Strategy, embedding the Community Development Framework and using data, feedback and community insights to improve access, consistency and service outcomes.
- Drive the adoption of technology and contemporary service practices to improve access and efficiency, acting as a conduit between the library service, Information Services and the broader library consortia.
- Provide strategic and operational guidance in areas of accountability, supporting informed decision making across the business unit and portfolio.
- Develop, manage and report on operational plans, budgets, outcomes and evaluation activities in accordance with Council requirements and delegations.
- 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 for and with the community.
- Proven leadership and people management skills, with the ability to lead, motivate and sustain high performing teams.
- Ability to lead change, foster innovation and drive continuous improvement in service delivery.
- Highly developed written, verbal, interpersonal and negotiation skills, with the ability to communicate effectively with diverse stakeholders.
- Well-developed judgement, problem solving, decision-making and organisational skills. and skills.

- Excellent collaboration and relationship management skills that support effective internal and external partnerships.
- Sound project management capability, with a communicative and creative approach, and a focus on delivering outcomes.
- Advanced digital capability and the ability to use contemporary workplace systems and technology creatively and effectively.

### **Knowledge**

- Extensive knowledge of customer experience principles, service delivery trends and contemporary best practice models.
- Extensive knowledge of community focused service delivery in library, cultural or public sector environment.
- Sound knowledge of technology and digital trends that support access, service improvement and customer experience.
- Sound knowledge of performance monitoring, evaluation and continuous improvement approaches.
- Understanding of the One Card consortium environment is desirable.
- Sound knowledge of Child Safe Environment Legislation and consequent Responsibilities (Section 8A, Children's Protection Act 1993 (SA)).

### **Experience**

- Strong experience in leading and developing high performing teams in a service delivery environment.
- Experience in developing and implementing customer experience, service improvement or innovation initiatives.
- Experience in leading service delivery and achieving outstanding customer experience outcomes.
- Experience in building effective stakeholder and community partnerships.
- Experience in planning, budgeting, reporting and evaluating outcomes.

## Qualifications & Requirements

A tertiary qualification in Library and Information Management, Customer Experience, Business, Public Administration, Community Development or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Essential
Car licence.	Essential
Child Safe Environments Training.	Essential
Working with Children Check (WWCC).	Essential