



Coordinator Library Operations

The opportunity

You will play a key leadership role in delivering library services that connect communities, support lifelong learning and create positive customer experiences across Wollongong's southern library network. Working as part of the library leadership team, you'll lead operational service delivery across multiple locations, support Team Leaders and employees, and contribute to the broader direction of Wollongong City Libraries.

This is an opportunity to bring your library operations expertise, people leadership skills and sound judgement to a role where no two days are the same. You'll support a diverse team delivering frontline library services, home library services, community programs and customer experiences that make a genuine difference to the community. You'll work closely with employees, library leaders, community stakeholders and Council colleagues while helping guide the team through an exciting period of change and growth.

This is a 35 hour per week, term contract position for 1 year with the possibility of extension, offering a salary from \$122,715 up to \$138,237 per annum plus superannuation. (*Salary will be assessed based on skills, experience and qualifications.*)

As library services are delivered across multiple locations, you will be willing and able to work across library sites within the Wollongong Local Government Area as operationally required. Occasional evening and weekend work may also be required. Applicants should also be physically capable of undertaking the duties outlined in the Position Description.

This is a child-related position and requires a NSW Working With Children Check.

Under Part 2, Section 6 of the Child Protection (Working With Children) Act 2012, this position has been designated as requiring a paid Working With Children Check.

Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the selection criteria as outlined overleaf.

Contact Jessica Bruce, Wollongong City Libraries Manager, on (02) 4227 7782 for questions related to the job.

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the Talent Acquisition Team on (02) 4227 7065.

Applications close 11:59pm, Sunday 25 October 2026.

What you will be doing

- Lead and support library employees and Team Leaders to deliver high-quality, customer-focused services across multiple library locations.
- Coordinate day-to-day library operations, ensuring services remain responsive, inclusive and aligned with community needs.
- Support the delivery of services including frontline library operations, community programs and home library services.
- Build a positive team culture through coaching, mentoring, performance support and capability development.
- Navigate complex people matters and workplace challenges with professionalism, fairness and sound judgement.
- Work collaboratively with colleagues across Wollongong City Libraries to contribute to strategic initiatives, projects and service improvements.
- Support change initiatives and help teams adapt to evolving service models and community expectations.
- Monitor service delivery outcomes, analyse information and apply insights to improve customer experience and operational performance.
- Foster strong relationships with community groups, stakeholders, library partners and Council teams.
- Promote a safe, inclusive and welcoming environment for customers, employees and volunteers.

About you

You are an experienced library operations leader who enjoys supporting people, solving problems and delivering services that positively impact the community.

You hold a degree or higher qualification in a relevant field and bring experience working within a library service environment. You understand what effective library operations look like and can confidently lead teams in busy, customer-focused settings.

You are equally comfortable supporting employee development, managing performance matters and making informed operational decisions. You build trust through your communication style, adapt your approach to different situations and remain focused on achieving positive outcomes for both customers and employees.

You also bring:

- Experience leading and developing teams in a library, community, customer service or similar service delivery environment.
- Confidence managing operational priorities across multiple locations or service areas.
- Strong interpersonal, communication and negotiation skills.
- Experience supporting teams through change, challenges and evolving service requirements.
- A collaborative approach and commitment to working as part of a broader leadership team.
- Sound judgement and the ability to navigate complex employee, customer and operational matters.
- A genuine commitment to inclusion, belonging and exceptional customer experience.
- Embed child safe practices in library services and programs, supporting Council's commitment to being a child safe organisation
- Alignment with Council's values of **Respect, Integrity, OneTeam, Sustainability and Courage.**



2025 Winner
AHRI Awards:
Best Employee
Experience
Strategy



2025 Highly Commended
NSW Local Government
Excellence Awards:
Organisational Diversity
& Inclusion



Veterans
Employment
Program



Committed
to Core
Inclusion



Selection Criteria

Wollongong City Council uses a merit-based recruitment process.

To support the panel in assessing your suitability, please respond to the criterion in detail. Your responses should clearly demonstrate how you meet each requirement, using specific examples that highlight your relevant skills, experience, knowledge, and attributes.

Please ensure your answers are authentic and reflect your own experiences. Responses generated by AI or copied from generic sources are discouraged, as they do not provide the depth or relevance needed for effective assessment.

We also encourage you to reflect on how your approach and values align with Wollongong City Council's core values: Respect, Integrity, One Team, Sustainability, and Courage.

The more detail you provide, the better equipped the panel will be to understand your capabilities and alignment with the role and our organisation.

1. Outline your degree or higher qualification in a relevant field and detail how your qualification and experience relates to the role.
2. Describe your experience leading, managing and developing teams in a library or customer-focused service environment. Outline your role, the size of the teams you have led, and how you have supported performance, capability development and positive team culture.
3. Provide an example of how you have managed a difficult people matter, performance issue or workplace challenge. What was the situation, what actions did you take, and what was the outcome?
4. Describe a significant project, service improvement or strategic initiative you have led. Outline your role, how you managed resources and stakeholders, and the results delivered.



Why you'll love working here

We're values based, and purpose-led

We care about our community and aim to create an extraordinary Wollongong. This is achieved by working toward the goals in the Our Wollongong Our Future Community Strategic Plan 2035. Our work is guided by our values of Courage, Integrity, Respect, Sustainable and One Team.

Make a difference in your community

You'll be part of a team that makes a positive impact through the services they provide, the infrastructure they build and the community they create.

Be your authentic self

Our strength is the diversity of our people. Council is an inclusive workplace where everyone is welcome, valued and belongs.

Grow capability and opportunity

We'll invest in you to develop the next generation of leaders who'll deliver services, projects and infrastructure that can only be found in large complex organisations.

Create local and industry connections

As part of a large and complex Council in a major city, you'll establish networks with a range of Local Government Industry peers, bodies, associations and organisations.

Career growth and recognition

Reward and recognition, corporate learning opportunities, study assistance, and leadership development programs to help you grow and succeed.

True work-life balance

We know you work hard, and we make sure that effort is rewarded with real flexibility. Our hybrid work options, flex-time, and rostered days off mean you can maintain balance with family and enjoying our coastal lifestyle, while delivering great outcomes for community.

Great working conditions

Enjoy a 35-hour work week.

Generous leave provisions

Five weeks of annual leave per year (pro rata) and access to long service leave after just five years.

Health, safety, and wellbeing

We prioritise a safe workplace for everyone, every day, everywhere. Our wellbeing programs support mental, physical and social wellbeing of our people to be at their best and include an Employee Assistance Program, skin and hearing checks and discounted gym memberships.

A vibrant social culture

We have a thriving Social Club hosting a range of fun activities year-round from trivia to happy hour events, themed nights and more. There's a dedicated social space with table tennis, pool table and shared break out areas.



Next steps

How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions.

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

More information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.
- Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.
- Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

