



### Position Details

<b>Position title:</b>	<b>Head of Libraries</b>
<b>Award Classification:</b>	SEO
<b>Department:</b>	Community Services and Culture
<b>Division:</b>	Community Wellbeing
<b>Date Approved:</b>	February 2026
<b>Approved By:</b>	Manager Community Services and Culture

### Organisational Relationships:

<b>Reports To:</b>	Manager Community Services and Culture
<b>Supervises:</b>	Team Leader Collections, Branch Team Leaders (x4), Social Worker, Library Engagement and Experience Lead, Library Services and Operations Lead
<b>Internal Stakeholders:</b>	Council Employees and Managers, Executive Team and Councillors
<b>External Stakeholders:</b>	Residents, members of the public, Heritage Societies, government representatives, Statutory Authorities, Public Libraries Victoria, ALIA, clients, suppliers, consultants and Contractors.

Our vision is to be one of Australia's best inner urban network of neighbourhood libraries, helping to make Port Phillip a creative, liveable, prosperous and socially connected city for everyone who lives and works here. Our libraries will be Port Phillip's centre of culture, creativity and connection.

We will do this through:

- Providing a contemporary collection
- Future oriented technology
- Providing spaces for engagement and connection for our diverse community
- Continuing to support our vulnerable community through partnerships with local organisations and through the social worker role.
- Continuing to be a place where diversity equity and inclusion is at the heart of everything we do

### Our values

Working together  
Performance

Creative and strategic thinking  
Courage and integrity

Personal growth  
Accountability, Community First

- The provision of spaces that meet the needs and expectations of the communities.

## Position Objectives

- Provide Visionary Leadership for the Port Phillip Library Service ensuring the delivery of high quality, inclusive and innovative programs that meet the needs of Port Phillips diverse community.
- Drive strategic planning specifically the development and delivery of Port Phillips new Library Action Plan.
- Foster and drive a culture of high performance, collaboration and continuous improvement across all library branches.
- Be a leader in the delivery of a best practice library service.

## Key Responsibilities and Duties

- Drive the development and delivery of the next iteration of the library action plan.
- Anticipate and respond to contemporary library trends (spaces, programming, collection and technology) as well as shifting community expectations to ensure the Port Phillip library service is a best practice library service.
- Lead and inspire multi-site teams; build a high-performance, inclusive culture; oversee workforce planning and staff development.
- Strengthen partnerships with local organisations; co-design programs with community; champion diversity, equity, and inclusion.
- Ensure libraries are welcoming, contemporary, and accessible.
- Oversee contemporary collections and digital resources, drive technology innovation and digital literacy programs.
- Manage budgets, contracts, resources, and compliance; monitor performance and report outcomes.
- Supporting crises management - BCP, emergency management, municipal recovery
- Building safety and security leadership for libraries in accordance with organisational requirements.

## Accountability and Extent of Authority

- Responsible for the delivery of high quality, innovative and inclusive programs and services that meet the needs of Port Phillips diverse community.
- Accountable for actively promoting service culture through personal leadership, coaching,
- mentoring and the performance assessment and development of staff.



- Managing the Port Phillip Library service team (50 staff) including building and developing a committed, capable, aligned and engaged team and modelling organisational values.
- Responsible for the library budget, including annual budget development and reporting. Ensuring that any contracts entered into for the delivery of services are managed within the funding agreements and organisational guidelines.
- Accountable for the formulation and implementation of policies and priorities within
- the framework of the Departmental/Divisional objectives and procedures, consistent with
- Council's strategic directions.
- Lead as the subject matter expert and thought leader, coaching and consulting on current and emerging equity and inclusion issues and trends, best-practice approaches and opportunities.
  - Provide strategic guidance and advice on the development of organisational policies,
  - procedures and practices, and identify and implement systems change, that increase inclusion
  - and equity within the CoPP.

## Judgement and Decision Making

- Decisions and action taken by incumbent may have a significant effect on the public perception of the wider organisation.
- Ability to operate with little direct supervision within a broad policy and legal framework.
- Provide direction and advice to internal and external stakeholders on performance, analysis and compliance.
- Responsible for continuous improvement on team functions.

## Specialist Skills and Knowledge

- Highly developed analytical, conceptual and strategic skills, including the ability to lead strategy development and delivery.
- Highly developed written skills and the ability to write clear and concise reports.
- Proven ability to lead large and diverse high performing and high functioning and aligned teams.
- Proven experience embedding inclusive practices and ensuring library services meet the needs of diverse communities, including vulnerable populations.
- Strong knowledge of modern library trends, including collection development, digital resources, and future-oriented technology to enhance user experience.
- Experience in leading capital projects that have led to quality outcomes for the community.



## Management Skills

- Provides a key role in promoting the culture of the City of Port Phillip and influencing others to share ownership of Council's goals.
- Advanced ability to forward plan, strategically manage projects, manage own workload and that of the team to achieve high quality outcomes.
- Effectively lead and manage key initiatives of importance to the organisation, division, CEO and or Mayor and Councillors.
- Responsible for understanding and complying with the organisation's policies and procedures and ensuring staff within the library service is also able to do the same.
- Experience and ability to implement practices including EEO, OH and S, employee development, identification of training needs and recommendation of training opportunities.
- Develop performance plans with the team to deliver high quality services to the community, support the professional development of staff as well as promoting responsibility, accountability and the living of Council's values.

## Interpersonal Skills

- Excellent interpersonal skills with the proven ability to build positive and productive relationships with the executives, colleagues, stakeholders and employees.
- The ability to lead and motivate staff and foster an atmosphere of mutual and professional integrity.
- Proven experience and ability to resolve conflict achieving positive outcomes in complex environments.
- Proven ability to negotiate and advocate within a dynamic environment.
- Highly developed presenting skills of complex ideas with clear articulation of risk and benefits.
- Advance ability to communicate effectively with people of all ages, genders, socioeconomic and cultural backgrounds.

## Qualifications and Experience

- Degree in relevant discipline plus post graduate qualifications.
- Extensive experience in managing library services or other customer oriented services in a dynamic and complex urban environment.

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## Mandatory Requirements

- Victorian Driver Licence and VicRoads Licence verification

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## Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

## Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

## Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

## Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

## Key Selection Criteria

- Demonstrated ability to set and lead a compelling vision and strategy for contemporary library services or comparable lifelong learning, education, cultural, or



community services; translating strategy into organisation-aligned plans, KPIs, and measurable outcomes.

- Significant senior leadership experience leading multi-disciplinary teams and leaders, building positive culture and capability across dispersed sites with a strong focus on safety, wellbeing, and performance.
- Proven success in overseeing the strategic design and delivery of services and programs that advance lifelong learning, education, cultural participation, and community wellbeing, using inclusive, place-based approaches.
- Demonstrated responsibility for budgets, resource optimisation, procurement, grants and funding, and cost-benefit analysis to inform decision-making and deliver value for money.
- Experience leading service transformation (technology, spaces, programs, workforce) in response to changing community needs and operating environments.
- Strong ability to build and sustain partnerships with traders' associations, education providers, community organisations, and cultural institutions; skilled in working with Councillors and executive.
- Sound understanding of local government governance, risk, and compliance, including information management, safeguarding, child safety standards, and safety.
- Extensive knowledge of contemporary public library services and trends, including the role of libraries in lifelong learning, education, community development, cultural programming, and inclusive public spaces.
- Commitment to inclusive service design and reconciliation principles; experience working with culturally and linguistically diverse communities, older people, children and young people, and people with disability.
- Excellent written and verbal communication, including Council and executive reporting, briefing notes, community communications, and persuasive presentations.

*City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.*