

Position Description

Team Leader, Library Technology

Directorate

Community, Culture & Customer Experience

Position Level

Level 5

Location

Bondi Junction

Status

Permanent full-time

Salary Band

M

Date approved

August 2026

Position Number

Council overview

Between the city and the sea, Waverley is a vibrant, welcoming, and inspiring place to live, work and play with its diverse population, creative culture, enriching lifestyle, stunning natural features, and distinctive neighbourhoods.

Waverley Council provides and supports a variety of services, programs and initiatives to sustain and improve the quality of life for the Waverley community. This includes the delivery of 22 main services and up to 150 sub-services covering a wide range of activities.

Council values



Care



Respect



Integrity



Innovation



Collaboration

Primary purpose of the position

To manage library technology and contribute to the development and delivery of service excellence.

The Team Leader Library Technology is accountable for problem resolution and issue management and will work to support and develop staff to be effective in their role.

Challenges

1. Leading and developing staff.
2. Managing competing priorities and deadlines.
3. Responding to customer needs and demands, including dealing with difficult customers.
4. Ability to keep up to date with current and future developments of technology and industry trends.

Accountabilities

1. Liaise with Council IT and external vendors to successfully implement and operate library technology, including troubleshooting.
2. Implement service improvement projects and relating to improved workflows and service delivery.
3. Identify needs and gaps in technology awareness and application and make recommendations.
4. Lead and manage the service points of library public areas to deliver responsive, high-quality, friendly and efficient services.
5. As part of the Library Leadership Team, review, evaluate and plan library services appropriately to cater for community needs and in line with Council's plans and objectives.
6. Deliver and develop library plans, processes, procedures and activities.
7. Lead and manage library employees in a positive manner that promotes high performance.
8. Contribute to the maintenance and development of library collections, services and programs.
9. Project management and delivering to deadlines.
10. Deliver services with a flexible approach with a focus on innovation and adaptability to a changing environment.



Internal relationships

Manager
Coordinators
Team members
Council IT

External relationships

Library customers
Suppliers

Corporate Obligations

The position must have a sound knowledge and comply with the following Council policies and procedures:

- Work Health & Safety Policy
- Code of Conduct
- Risk Management
- Fraud and Corruption Control Policy
- Equal Employment Opportunity
- Environmental Protection Principles
- Adhere to and comply with other government legislation as required



Delegation

- ☒ No
- ☐ Yes – Refer to the position's instrument of sub-delegation

Budget

Reports to

Coordinator, Library Resources

Direct reports and indirect reports

1 direct report
1-6 indirect reports

Essential requirements

1. Tertiary qualification in the technology field.
2. 1-2 years experience project management experience
3. Demonstrated experience in the implementation of technology projects and process improvement and the ability to identify and implement service improvements.
4. Proven ability to embrace change and engage, lead and inspire others to achieve outcomes for the benefit of the organisation and community.
5. Demonstrated excellent interpersonal skills with strong conflict resolution skills and the ability to deal with difficult customers.
6. A strong commitment to delivering quality customer service and a positive, professional and cooperative approach to working with others.
7. Demonstrated organisational and time management skills with a flexible approach to work and the ability to meet deadlines.
8. Excellent written and verbal communication skills and the ability to interact effectively with a wide range of individuals and organisations.
9. Current Working with Children Check.

Desirable requirements

1. Experience with Libero Library Management System.