



Position Description

Position Title	Libraries Administration & Facilities Coordinator
Position Number	1555
Division	Community Strengthening
Department	Arts, Events & Libraries
Team	Libraries
Position Status	Full Time Permanent
Classification	Band 6
Position Reports to	Head of Libraries
Position Supervises	NIL
Date Reviewed	October 2026

Position Objective

The Arts, Events and Libraries Department at the City of Kingston is focused on the delivery of industry leading contemporary programs, activities, and events. Through innovation and continuous improvement, the department strives to provide high-quality learning, recreational, social, and cultural outcomes for our community.

The City of Kingston Library Service operates eight public library branches, with major sites at Chelsea, Cheltenham, Parkdale and Westall, and minor sites at Clarinda, Dingley Village, Highett and Patterson Lakes.

The Libraries Administration & Facilities Coordinator is required to provide operational leadership and coordination across Kingston Libraries by delivering high quality administrative, facilities, financial and workforce support.

The position contributes to the effective management of library facilities, operational systems, safety and compliance requirements, stakeholder relationships and continuous improvement initiatives, ensuring library services are delivered efficiently, safely and in accordance with Council priorities, policies and customer service standards.

Key Responsibilities

1. Administration

- Provide high level effective administrative support to the Libraries Senior Leadership team, supporting rostering, purchase order requirements and project support.
- Provide efficient administrative support to the Kingston Libraries team, including ongoing improvements to ensure effective processes and systems
- Develop new work procedures, as required, in consultation with relevant staff and departments
- Maintain awareness of the current and future trends in best practice delivery of library services to support continuous improvement opportunities in relation to Kingston Libraries policies, practices and procedures.
- Participate in regular library user group and general meetings as required.
- Support the development and implementation of HR, OH&S and staff policies and practices.

- Provide financial administrative support in alignment with Council's procurement policies, processes and procedures.
- Work with the Head of Libraries to maintain systems to effectively monitor expenditure relating to the service and to ensure services are delivered within budget and reported monthly.

2. Facility Coordination

- Regularly monitor and inspect the building condition and OH&S of the Library buildings.
- Support the overall day to day operations of the library sites, ensuring the highest level of safety and standards are being met.
- Maintain and monitor building maintenance requests for Kingston Libraries in consultation with Council's Building Maintenance team.

3. Staff Management Support and OH&S

- Provide operational supervision and direction to staff when acting as the senior representative of the Leadership Team, including responsibility for rostering, payroll and workforce coordination.
- Work collaboratively with Library HRSs to support the effective implementation of OH&S policies and procedures, promote safety initiatives and facilitate participation in OH&S meetings and activities.
- Maintain and monitor the Kingston Libraries policies and procedures, ensuring documents remain current, accessible and appropriately reviewed.

4. Communication

- Act as a key contact point for the Kingston Libraries team, take external enquiries and coordinate responses
- Maintain a knowledge of the work in which the Kingston Libraries team are currently involved to perform key functions of the position effectively
- Act as first point of contact for Head of Libraries for internal and external stakeholders

5. Stakeholder Management

- Coordinate operational staff and contractors involved in the reactive and programmed maintenance service, prioritising work based on the established departmental standards governing Council buildings & facilities
- Coordinate, administer and supervise Contractors in the delivery of maintenance services, minor and major capital works.
- Be a proactive member of the Arts, Events & Libraries department and contribute to team objectives and effectiveness.
- Work collaboratively across Council departments to respond to department and community needs.

6. Continuous Improvement

- Actively participate in library management meetings by formally providing input to review systems, programs and processes within the service to ensure flexible and responsive service delivery that meets and exceeds customer expectations
- Contribute to the development and implementation of an ongoing Strategic Plan and ensure the achievement of financial, quality, customer services and best value targets.
- Support the Head of Libraries and Libraries Team Leaders to develop, document and implement service wide policies, procedures and practices.

Position Requirements

1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- Providing support with purchase orders, procurement support, budget monitoring and contractor coordination

The incumbent has delegated authority for:

- NIL

The incumbent is responsible and accountable for:

- Providing training and advice to staff in library customer service
- Championing the provision of excellent Customer Service Standards

Providing input into the development of library policies, procedures and practices

- Supervising staff as required, undertake rostering activities, administration, coordination and communication of library operations

2. Judgment and Decision Making

The incumbent is accountable for:

- Judgement is exercised within the framework of clear, well defined operational and budgetary guidelines, provisions of relevant Acts, regulations, Codes and Council policies and procedures.
- The incumbent's decisions will have a significant effect on the performance of individual business units and the Council as a whole and is subject to general supervision and review.
- Analytical and investigative skills are applied to policy development with freedom to act prescribed by a more senior position
- Guidance and advice are usually available

3. Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated knowledge of public library service delivery and library operations
- Understanding of the objectives, challenges and operational requirements associated with the efficient and effective management of library facilities

4. Management Skills

The following management skills are required to be utilised:

- Well-developed skills in planning, organising and prioritising work, with the ability to coordinate resources, manage competing demands and deliver operational objectives within agreed timeframes and available resources.
- Demonstrated ability to exercise sound judgement, take ownership of outcomes, and make decisions within delegated authority to support the effective delivery of services and projects.
- Ability to supervise contractors, guide and support employees, including allocating work, monitoring progress, providing constructive feedback and contributing to employee development and performance outcomes.
- Demonstrated commitment to fostering a safe, respectful and inclusive workplace through the application of OH&S requirements and Council policies.
- Ability to identify opportunities for continuous improvement, solve operational problems and implement practical solutions that enhance service delivery and organisational outcomes.

5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Demonstrated ability to build and maintain effective working relationships with a diverse range of internal and external stakeholders to achieve positive community and organisational outcomes
- Highly developed verbal, written and interpersonal communication skills, with the ability to communicate clearly, professionally and persuasively to a range of audiences

- The ability to prepare high-quality correspondence, reports and other written communications tailored to a variety of stakeholders
- Demonstrated commitment to delivering responsive and professional customer service, treating all community members, patrons and employees with courtesy, respect and inclusiveness
- Proven ability to collaborate effectively across teams, departments and external organisations to support the achievement of shared objectives.
- Ability to communicate effectively with people of diverse ages, backgrounds, cultures, abilities and experiences, adapting communication approaches and accessing interpreting or other support services where required.

6. Qualifications and Experience

- Relevant tertiary qualification in Library and Information Services, Business Administration, Facilities Management, Public Administration or a related discipline and/or substantial relevant experience in library operations, administration or facilities coordination.
- Demonstrated experience in coordinating operational services, resources and activities within a customer-focused environment to achieve service and organisational outcomes.
- Sound knowledge of public library operations, service delivery principles and the management of public-facing facilities.
- Demonstrated experience in financial administration, procurement processes, contract administration and budget monitoring.
- Experience coordinating maintenance activities, contractor engagement and workplace health and safety requirements within a complex operational environment.
- Experience contributing to the development, implementation and continuous improvement of policies and procedures, systems and operational practices.
- Knowledge or experience in working within local government is desirable.

Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

Values and Behaviours	The City of Kingston has four organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are: • We make a difference • We show care and respect • We take pride in our work • We are better together
Safe Workplace Actions	The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.
Policies and Procedures	The responsibilities of this position are completed in line with all council policies related to the position.
Legislative Framework	The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.
Equal Opportunity and Child Safe Standards	The City of Kingston is an equal opportunity and child safe employer.

	The City of Kingston values the diversity of lived experience, abilities, backgrounds, and identities and is committed to creating a workplace where all employees feel safe, supported, and connected to perform at their best. We value the diversity of lived experience and the positive impact this can have on outcomes for the Kingston community. We value employees from all backgrounds, identities, and experiences such as; Aboriginal and/or Torres Strait Islander peoples, Women, those identifies as part of LGBTIQA+ communities, culturally and linguistically diverse persons and persons with a disability.
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Prerequisites

- Undertake and maintain a current National Criminal Records Check on commencement of employment
- Valid Right to Work in Australia
- Hold and maintain a Working with Children Check
- Pre-employment health Declaration
- Driver's Licence valid in Victoria

Inherent Requirements

Category B – Desk based / General administration role - This role has been assessed as a low-level manual handling and low risk role. It requires each applicant to complete the Health Declaration form.

Council will make reasonable adjustments to support people in their work environment wherever reasonably practicable.

Applicants should declare any requirements via the Health Declaration form.

Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.