

POSITION DESCRIPTION

LIBRARY CUSTOMER EXPERIENCE MANAGER

POSITION DETAILS

Date of Position Description	June 2025
Position Title	Library Customer Experience Manager, Libraries
Position Grade	13
Directorate Business Unit	Community & Culture / Libraries
Reports to	Manager Libraries; Parramatta Branch (dotted line reporting to Community Hubs Group Manager)
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

The Library Customer Experience Manager will lead a capable, multidisciplinary team to achieve Council's strategic objectives and vision for the City of Parramatta as Sydney's Central City.

The Library Customer Experience Manager is responsible for leading the delivery of day-to-day high quality customer focused library services and programs across the Parramatta Libraries Branch Network, and ensuring every interaction is an opportunity to build positive connections between customers and the City of Parramatta.

This is a key people leader role and as part of the library leadership team will contribute to policy, planning and shaping the future direction of library services

KEY RESPONSIBILITIES

Role specific

- As a member of the Library Services leadership team, contribute to the strategic directions of Council and implement the priority services, projects and initiatives identified in Council's Operational Plan in a timely, cost effective and operationally efficient manner.
- Lead the Parramatta Library or Branch Network team to proactively deliver core and specific customer service competencies for Libraries or the Branch Network as part of the Customer Experience Team, to provide memorable and exceptional experiences for customers – refer to Libraries Customer Service Competencies Framework.
- Support, coach and develop Branch Librarians/Team Leaders to problem solve complex or unusual enquiries to reach practical and satisfactory resolutions for stakeholders
- Manage/support Branch Librarians/Team Leaders to manage the library's physical environment and coordinate suppliers to maintain attractive, safe, and functional spaces that customers enjoy using.
- Oversee effective systems to ensure that service is customer-centric with a future-focused approach to customer experience with an effective complaints resolution process to ensure stakeholders' grievances are handled sensitively and efficiently.
- Contribute to the development of community profiles and quality collections branches to meet community needs.
- Oversee and monitor processes, systems and workflows to maintain the safety and security of the public. Continually monitor and assess capability of the service area, with a view to modernise, adapt and continuously improve through practices, optimisation of

technology and procedures.

- Partner and support Branch Librarians/Team Leaders in collaboration with programming teams to plan, project manage and execute a meaningful, high-quality program of events, activations and experiences, to drive visitation and positive outcomes for the City of Parramatta.
- Support Branch Librarians/Team Leaders to monitor and review host point operations, procedures, systems and equipment to ensure efficiency of library operations.
- Develop and foster relationships with external stakeholders, identifying new partnership opportunities for growth to maximise Council's key partnerships.
- Manage program related compliance, procurement and supplier insurances in accordance with Council policy to deliver outcomes in line with service level agreements.
- Collaborate with Council units to ensure maximum programming alignment and opportunities which complement each other to provide an integrated, collaborative approach to service delivery.
- As part of the library management team, contribute to the development of library specific briefs to inform the development of library specific marketing, media and communications plans in liaison with the Marketing and Communications and Corporate Affairs, teams.
- Understand and develop services to meet the needs of people from diverse backgrounds.

Generic

- Lead, manage, coach, and develop a team of leaders (to guide their direct reports) in the designated area of expertise to promote accountability and alignment towards achieving desired organisational outcomes.
- Monitoring the branch's annual budget and provide key inputs to the budgeting and forecasting processes.
- Organise the branch to ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Continually monitor and assess capability of the branch, with a view to modernise, adapt and continuously improve through practices, optimisation of technology and procedures.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Actively lead and manage the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Lead and promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Champion customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Degree qualification in information science/librarianship, or a related discipline; and relevant demonstrable experience in a leadership role; or significant leadership experience in library and/or community service environment (typically 10+ years).
- Working with Children Check
- Criminal History Check

Skills

- Exceptional ability to communicate, build relationships and influence others with an engaging approach and technique.

- Analytical approach to interpreting data and communicating insights.
- Demonstrated experience in sourcing, researching and analysing quantitative and qualitative data and trends, and integrating with social, cultural, environmental and place information within a strategic planning, economic and customer context.
- Advanced problem solving and decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.
- Highly advanced change management leadership within a highly complex stakeholder environment.
- Highly developed commercial skills including business planning, human resources, marketing, and business development.
- Comprehensive understanding of the development of people from diverse backgrounds.

Experience

- Significant demonstrated operational experience in library branch management, with a proven track record of achieving strategic objectives.
- Significant experience in leading diverse, multidisciplinary teams and delivering services to a high standard to meet financial and other business performance criteria.
- Extensive experience in the curation, planning and delivery of library customer experience initiatives.
- Demonstrable detailed understanding of the relevant legislative and regulatory requirements applicable to the designated area and the ability to practically apply this knowledge.