

Directorate:	Community & Lifestyle	Department:	Library and Museum Services
Position Grade:	12	Reports to:	Team Leader Library Collections & Information Services
Last review:	April 2026	Next review:	April 2028
		Version No.:	2.0

Position purpose:

To develop, promote and deliver best practice multicultural library services and Community Language Collections relevant to community needs in Liverpool City Council.

Key accountabilities/responsibilities:

Responsibilities include:

- 1) Implement and support the development of the library's vision, mission and plans, training and supporting staff in the delivery of quality customer services and targeted multicultural programs to address local community needs.
- 2) Supporting the Library Collections team to develop and deliver quality multicultural services to internal and external customers through participation in regular staff meetings and work reviews, annual work plans and communications.
- 3) Manage and maintain collections to support multicultural communities, including materials in a range of formats and languages based on community demand, including collections to support language learning and lifelong learning for these communities.
- 4) Reviewing, maintaining and reporting to the Team Leader Library Collections and Information Services on the performance of Multicultural Library collections, Monitoring suppliers and contractors, allocated budget tracking, and processing standards for multicultural collections.
- 5) Managing and supervising designated Multicultural collection areas in conjunction with branch staff, to ensure collections are well presented and accessible.
- 6) Delivering customer focused multicultural library programs, including English learning programs. Working to support and engage multicultural communities in library programs.
- 7) Supporting communications and partnerships within the library service, Council and multicultural community stakeholders to facilitate effective services to support the libraries' customers, migrant communities and network services.
- 8) Actively lead and participate in staff support, engagement and development activities for Multicultural Services.
- 9) Provision of direct customer support as required across library network including night shift and weekend work.
- 10) Implementing WHS practices, support risk assessments and document safe work practices.
- 11) Applying the principles of equity, EEO, cultural diversity and ethical practices so that clients are treated fairly and have equal access to information and services.

Decisions made in the position:

- 1) Oversight of multicultural and language support collections within allocated budgets
- 2) Administrative policies within Multicultural services
- 3) General customer service work

Decisions referred:

- 1) Multicultural services policy and budget priorities
- 2) Communication and Training programs and priorities
- 3) Matters requiring escalation.

Key issues/challenges:

- 1) Supporting continuous improvement in multicultural collections and services in cooperation with collections and programs staff.
- 2) Engaging in effective team participation, co-ordination and liaison with specialist library staff in the provision of quality multicultural services.
- 3) Supporting staff and customers engagement in identifying needs to provide relevant resources and multicultural collections, including online resources and services.
- 4) Establishing and managing suppliers of hard to source collections, within council procurement policies.
- 5) Integration and co-ordination across the Liverpool Library Network
- 6) Maintaining and enhancing library Collection development systems
- 7) Developing innovative library collection management solutions
- 8) Providing quality customer services, training and communications
- 9) Ensuring that day-to-day duties are completed on a timely basis and that arranged deadlines are met.
- 10) Supporting the development, implementation and review of library policies and procedures.
- 11) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

Key working relationships:

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| <ul style="list-style-type: none"> • Coordinator Information & Heritage Services • Manager Library & Museum Services • Council Collections staff | <ul style="list-style-type: none"> • Library staff • Community • Team Leader Collections & Information Services |
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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Completion of degree or postgraduate level library and information studies, conferring eligibility for associate membership of the Australian Library and Information Association.
- Class C Drivers Licence

Experience

- Experience working in a public library and or customer service environment
- Experience in formulating and drafting new policies, procedures and reporting processes.
- Ability to plan, resource and implement a service or collection.
- Experience in developing collections in various formats within budget limits.
- Contributing to strategic planning and the development of business plans.
- Proven experience in supervising a service, preferably the provision of quality multicultural collection services.

Knowledge and Skills

- Excellent written, verbal and interpersonal communication skills; Good customer service skills.
- Knowledge of professional standards and practices relating to the acquisition, cataloguing and processing of library materials.
- Knowledge of and competent use of library management systems, digital technology, and corporate systems.
- Specialised knowledge in multicultural collection development, management and control, and language learning and support.
- Strategic planning and budget control.
- Team building, leadership and development skills, including staff training and support. Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multicultural diversity

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Previous experience in providing services targeted to multicultural communities.
- Second language other than English.

**LIVERPOOL
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Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous