

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Assistant Director, Public Libraries

Reports to: Director, Public Libraries

Classification: SOGC

Date last reviewed: June 2026

Division: Access Canberra

Position Hours: Full time (36.75)

Business unit: Libraries ACT

Position requirements: Class C Drivers Licence, Working with Vulnerable People Check

Location: Multiple: Library branches, Dickson, remote

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering a great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to better deliver services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?".

If you require extra supports to engage in the workforce due to a disability, if you are a veteran, or if you bring the life experience of a culturally and linguistically different background, we are especially welcoming of your application.

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace with brand new, state of the art accommodation enabling activity-based work in a fun and creative environment.

THE TEAM YOU WILL WORK IN

Libraries ACT is a vibrant service that constantly re-invents itself to meet emerging community needs and expectations. Our vision is Literacy and Learning for Life and our branches deliver traditional book-based services as well as many learning programs and opportunities for the community to come together. Based across 9 sites, the library is integral to Canberra's literacy, self-education and learning, social inclusion, digital inclusion, and citizenship.

The Assistant Director, Public Libraries oversees the daily operations of public library branches and services, working closely with the Director Service Delivery and our public library branch managers.

Key to the role is the ability to build relationships and work collaboratively with stakeholders across business areas, both internally and externally to Libraries ACT to improve service delivery outcomes. You will need to have the ability to adapt well to change and balance competing priorities and strong communication and negotiation skills.

DUTIES / RESPONSIBILITIES

The role is accountable for the strategic leadership and oversight of branch operations, people management practices and operational consistency across a multi-site service delivery environment. You will advise the Director, Service Delivery on a range of issues and be an integral part of the delivery of core projects that will assist to position Libraries ACT for the challenges of the future.

This position operates in accordance with and in support of the Libraries Strategic Framework.

As Assistant Director you will be responsible for:

- Providing strategic leadership and oversight of branch operations through effective management and development of Branch Managers, fostering capability uplift, consistent service standards and a high-performing, engaged workforce across all library locations.
- Leading workforce planning and resource management across Libraries ACT, ensuring staffing models align with service demand, organisational priorities and budget parameters.
- Overseeing rostering frameworks and workforce systems (including Kronos), ensuring effective governance, compliance and optimisation of staffing allocation across multiple sites.
- Providing high-level oversight of recruitment, higher duties arrangements, onboarding and offboarding processes to ensure timely, merit-based and compliant staffing practices that support business continuity.
- Developing, implementing and maintaining operational procedures to ensure consistency, compliance and continuous improvement across library service delivery.
- Working with Libraries ACT to support best practice business outcomes and innovation to ensure high quality customer service for the community.

- Leading and supporting staff through organisational change processes by providing guidance, communication and context.
 - Having a strong focus on assessing WHS matters, including supporting staff dealing with Occupational Violence.
 - Maintaining strong working relationships and work across all areas of Libraries ACT to support organisational priorities and goals.
 - Preparing reports, briefing papers and general correspondence on a range of issues.
 - Understanding and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect, Equity and Diversity framework, work health and safety, and participative work practices.
 - Other duties as directed in line with the work level standards.
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- This position involves direct supervision of staff.
 - Libraries ACT is a service-delivery workplace. This role works from all Libraries ACT public library branches as required.

SELECTION CRITERIA

Your suitability for this position will be assessed in three key areas:

- **Skills** – the skills you have, based on your qualifications and previous experience, to fulfil the duties/responsibilities of the role.
 - Demonstrated people management and leadership experience in a service delivery environment, working across multiple locations with the ability to manage performance and drive consistent service standards.
 - Demonstrated ability to lead workforce planning and resource allocation ensuring alignment with service demand, organisational priorities and operational requirements.
 - Proven capability to lead and support terms through organisational change and reform.
 - Excellent organisational skills with experience in setting and managing multiple priorities and delivering outcomes in a dynamic, customer-focused environment.
 - Well-developed digital and written, communication skills with the ability to share information clearly and appropriately in a highly reactive and complex environment.
- **Knowledge** – the knowledge you have, based on your qualification and experience, that will enable you to perform the duties/responsibilities of the role to a high standard.
 - A working knowledge of public sector accountabilities, regulatory frameworks, and governance principles.
 - An understanding of face-to-face service delivery leadership, in a community focussed environment.



- **Behaviour** – how well you will fit into the team, branch, Access Canberra and ACT Government based on the ACT Government Signature Values and Behaviours and the Access Canberra Culture described in the Division Overview.
 - Demonstrated ability to work collaboratively and build productive relationships and model the highest ethical standards.
 - Demonstrated ability to lead through others, build leadership capability and support teams through change.
 - Demonstrated ability to work with others and exemplifying the ACT Government Signature Values and Behaviours.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Assistant Director, Public Libraries (position number P37641) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent paid overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally

Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Never