

Position Title	LIBRARY CONTENT DEVELOPMENT AND LOGISTICS COORDINATOR
Department	Community, Cultural and Economic Development
Branch	Libraries and Customer Service
Section	Libraries and Customer Services
Team	Library Content Development and Fulfilment
Award Stream and Level	Community and Environmental Services Level 7
Review Date	February 2021

Our Values:



COLLABORATION



COMMUNICATION



INTEGRITY



EFFICIENCY



LEADERSHIP

Our Purpose	Together we proudly enhance the quality of life for our community.
Our Values	Underpin behaviours that support and enable us to work constructively together to achieve our purpose.

1. PRIMARY ROLE:

To deliver high-performing content performance strategies and practices informed from in-depth and responsive research based on market-analysis, circulation analytics and industry best practice.

To design, provide and manage the physical and virtual logistics and fulfilment solution for content provision across all Library Service locations.

2. ORGANISATIONAL STRUCTURE:

This position reports to the Content and Experience Manager.

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3. KEY RESPONSIBILITIES:

- 3.1 Develop content curation strategies that align with identified performance requirements and project manage the required key actions to achieve outcomes on-time and on-budget.
- 3.2 Direct the development and implementation of responsive, effective and efficient logistics, and team management strategies to enable the Content Development & Logistics Hub to service the content requirements of all Library Services locations and functions including the Home Library service and the Library Pods.
- 3.3 Direct in-depth and on-going research of both physical and virtual content performance using all existing analytics tools as well as looking for other performance signals as appropriate with a view to delivering thorough and meaningful analysis and recommendations.
- 3.4 Work with the Digital Experience and Customer Experience coordinators to deliver effective online strategies for digital content development and performance.
- 3.5 Research and leverage industry awareness, in-house research and market analysis to deliver effective content marketing awareness recommendations. Work closely with Digital Experience and Customer Experience coordinators to deliver integrated campaigns.
- 3.6 Direct the development of boutique content curation strategies to optimise performance of innovative installations throughout the service.
- 3.7 3.8 Manage the effective use of analytics tools and processes to enable rapid responses to current content demand, through acquisition response policies and logistics procedures.
- 3.9 Implement quality assurance methodologies to ensure that vendor supplied materials meet the agreed standards and service levels.
- 3.10 Develop, implement and maintain profile monitoring and spend plan analysis tools to ensure vendor's material supply are meeting contract requirements.
- 3.11 Develop a high performing team who meet the challenges of a constant program of project work whilst delivering an evolving and dynamic Content Development function within a busy, growing and innovative Library service.
- 3.12 Perform any other duties that are reasonably within the competency, skills and training of the incumbent as may be directed from time to time by the Content and Experience Manager.

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4. CORPORATE EXPECTATIONS:

- Employees are expected to be familiar with and comply with the Code of Conduct and Council policies and procedures.
- Employees are expected to be familiar with and comply with the *Human Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council’s Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Plan work activities identifying hazards and controls in consultation with workers
 - Conduct and record site inspections and risk assessments (including hazard identification, risk analysis, control measures and treatments)
 - Investigate all accidents and near misses using the appropriate tools and recording systems
 - Allocate appropriately skilled workers, resources and equipment to ensure activities can be carried out safely
 - Participate in the resolution of WHS issues in work areas, projects and sites
 - Cease and reassess work if a hazard control measure fails or is ineffective
 - Assist in workforce planning and training
 - Ensure workers attend scheduled safety training
 - Communicate hazards and controls as identified in the planning process
 - Report on issues/incidents/hazards and near misses related to work activities
 - Conduct regular safety conversations/Interactions
 - Ensure accountability of workers.
- Employees are expected to be familiar with and follow the spirit and content of Council’s Diversity and Inclusion Strategy where people feel valued and respected and ideas and perspectives are sought out.

5. QUALIFICATIONS:

Mandatory:

Tertiary qualification in a relevant field and/or extensive experience in the coordination of physical and virtual content delivery.

Current Queensland ‘C’ Class Driver’s Licence.

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5a. ADDITIONAL FACTORS:

Ipswich Libraries is a multi-site system, staff will be required to work at different locations from time to time.

Operating hours are spread over seven days per week and the incumbent of the position may be required to work outside the normal span of working hours.

6. SELECTION CRITERIA:

The interview panel will select the most suitable applicant for appointment to the position based on the following requirements:

- 6.1 Extensive experience in managing high volume library content logistics and fulfilment.
- 6.2 Proven experience and high level competency in use of analytics tools and models.
- 6.3 Demonstrated ability to provide original and creative recommendations to content curation strategies.
- 6.4 Extensive knowledge of and experience in the areas of cataloguing and bibliographic control including load control creation and maintenance.
- 6.5 Extensive experience and competency in content and profile development and performance management.
- 6.6 Substantial experience of vendor relationship and service level management, and supply chain management.
- 6.7 Comprehensive awareness of industry best practice in the area of physical and virtual content development and bibliographical library practice.
- 6.8 High level of organisational capabilities including effective time and task management, a focus on continuous self-improvement, and the ability to set priorities and meet deadlines.
- 6.9 Demonstrated ability to lead and manage a high performing team.
- 6.10 Advanced analytical and problem-solving skills, including root-cause and analysis.