POSITION DESCRIPTION

POSITION: Section Leader Cultural Services	
DIRECTORATE: City Planning and Communities	**GROUP:** Events, Sport and Cultural Services
SECTION: Cultural Services	**REPORTS TO:** Group Leader Events, Sport and Cultural Services
GRADE: K	**EMPLOYMENT TYPE:** Fulltime
HOURS/WEEK: 35	**POSITION No.:** 1207
DATE: October 2026	

OUR VISION

"Empowering the community and visitors to enjoy and grow our opportunities".

OUR VALUES

We ensure that our Values are the foundation for everything we do.

	iNnovate	Challenge the status quo in search of better outcomes.
	Collaborate	Seek to understand different perspectives to problem solving.
	Accountable	Take ownership and have the courage to call things out.
	Respect	Mutual respect. No time for disrespect.
	Empowering	Here to make a difference.

THE DIRECTORATE

The City Planning & Communities Directorate plans for and enables a thriving, connected regional city. We lead the City's land-use, development and regulatory functions; manage cultural, library, sporting and community facilities; and curate events and programs that strengthen community identity, inclusion and economic vitality. We partner with community, industry, Traditional Owners and all levels of government to deliver sustainable growth, great places and outstanding experiences.

THE GROUP

Our Events, Sport & Cultural Services Group ensures the effective delivery of community focused functions, including library, museum, gallery and theatre facilities, as well as pool and lifeguard services, whilst delivering high quality local, state and international events including the management of the City's sporting facilities.

POSITION OBJECTIVES

To lead and manage the Cultural Services Section in delivering inclusive, high-quality arts, cultural, lifelong learning, and sustainability initiatives that enhance the experience of residents and visitors across the Coffs Harbour Local Government Area. The role focuses on aligning service delivery with the City's strategic goals by consolidating recent advancements, fostering innovation, and empowering a high-performing team. Success relies on strong community engagement, effective advocacy, and the ability to translate strategic vision into impactful, locally relevant outcomes.

SERVICES/FUNCTIONS TO BE MANAGED

- **Library Services** – Lead the strategic and operational delivery of public library services, supporting lifelong learning, digital access, and community connection.
- **Museum and Gallery Services** – Oversee the management and development of the Yarrila Arts and Museum (YAM), ensuring engaging exhibitions, programs, and cultural preservation.
- **Programs and Events** – Lead the coordination a diverse range of arts, cultural, and learning programs and events that reflect community needs and encourage broad participation.
- **Operations and Facilities Management** – Ensure the effective operation of cultural facilities, including staffing, service delivery, risk management, and continuous improvement aligned with strategic objectives.
- **Community and Stakeholder Engagement** – Foster strong relationships with community members, advisory groups, partners, and cultural organisations to ensure services are inclusive, relevant, and well-supported.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
    - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
    - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
    - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
    - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
    - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

Strategic Leadership and Direction

- Provide strategic and operational leadership for the Cultural Services Section, including setting direction, shaping policy, delivering planning outcomes, and overseeing day-to-day operations aligned to community needs and the City's strategic objectives.
- Lead the development and implementation of cultural initiatives that align with the City's adopted plans and strategies, supporting the transition to new service models and delivery standards as required and within available resources.
- Monitor and review strategic, organisational, and operational plans for the Section, ensuring performance aligns with sector standards, community expectations, and the broader goals of the City.

Team Leadership and Development

- Provide excellence in people leadership; communicate effectively with staff and key stakeholders; positively influence key decisions; be a coach and mentor; make plans that align to staff and the City's current and future needs; role-model the City's values; build trust with team members and key stakeholders.
- Build a high performing and collaborative team; provide leadership, guidance and direction to the team; manage performance; hold staff accountable to plans; identify and plan for current and future needs; lead change and empower team members to lead change as appropriate; develop talent in the team.

Program and Service Delivery

- Manage and promote Cultural Services programs and events, the services at Coffs Harbour Libraries, Yarrila Arts and Museum (YAM), including community engagement, internal and external advocacy, cultural development and sustainability initiatives that maximise the utilisation and outcomes of these services and programs, and the management of all related partnership agreements.
- Ensure projects and programs are planned, delivered and evaluated using appropriate frameworks, tools and documents to enable a structured and professional approach.

Stakeholder Engagement and Advocacy

- Work with local service providers, community groups and other key stakeholders to ensure that programs and services related to Cultural Services meet the expectations and needs of the community; develop key partnerships to deliver creative and innovative programs for the community.
- Network effectively with relevant professional, government and non-government agencies and services to enhance and further business activities.
- Provide Senior Leadership with timely and accurate management information and advice relating to the activities of the Cultural Services Section, including current industry standards guidelines and relevant legislative requirements.

Governance, Risk and Financial Management

- Ensure the Cultural Services activities comply with statutory and legal requirements especially in the areas of risk management and workplace health and safety.
- Ensure all activities within the Section are underpinned by sound processes including risk management of associated facilities and identifying and managing infrastructure improvements.
- Financial management, monitoring and reporting of budgets related to all aspects of the Cultural Services Section.

- Source appropriate grant opportunities from Government and Non-Government funding bodies and seek assistance from private and corporate sources through sponsorship and in-kind support for programs and projects.

Other Requirements

- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.
- This role requires the ability to work flexible hours, including after-hours and weekends, as an inherent requirement of the position.

KEY RELATIONSHIPS

Internal

- Group Leader, Events, Sport and Cultural Services
- Cultural Services Team – Service Leaders, Coordinators, and team members
- Section Leader, Community Facilities
- Section Leader, Stadium and Major Events
- Brand and Communications team
- Business Services Directorate business partners
- Finance and Logistics business partners.

External

- Council advisory committees, including the Disability Inclusion and Access Advisory Committee
- Related councils, funding bodies, and industry associations, including:
    - National and regional arts and cultural organisations
    - NSW Public Libraries Association
    - Museums & Galleries NSW
- Other external and community stakeholders.

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, the ordinary hours of work will be between 06:00 and 19:00 Monday to Sunday. Actual start and finish times within this span will be arranged with your People Leader in accordance with the facility roster. Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times;
    - Weekdays outside of 05:00 – 21:00 – 20%
    - Saturdays – 25%
    - Sundays – 50%.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Under the City's Vehicle and Plant Use Procedure, you may be eligible for a leaseback vehicle under the City's Leaseback provision whilst you are in this position. The option to take up a leaseback vehicle is not a condition of employment.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position engages in child related work and requires a Working with Children Check
- This position is located at Yarrila Place, 27 Gordon Street, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Tertiary qualification in museum studies, fine or visual arts, library science, business administration or a related discipline, combined with relevant experience in cultural services, or an equivalent combination of qualifications and experience.
- Minimum five years demonstrated people leadership, preferably within a multidisciplinary service environment.
- Current Class C Drivers Licence.
- Current Working with Children Check.

Desirable

- Formal qualifications or professional development in leadership or management.
- Previous leadership experience within local government.

CAPABILITIES

- Demonstrated success in leading and coaching cross-functional teams within cultural services to deliver innovative, community-focused programs and strategic outcomes.
- Capable of managing and delivering diverse arts and cultural programs across libraries, museums, and galleries by effectively engaging and empowering subject matter experts to contribute their specialised knowledge toward shared goals.
- Strong understanding of the role of cultural development in communities, with a commitment to inclusive and continuously improving service delivery.
- Highly effective communicator with advanced written, verbal, presentation, and digital communication skills.
- Strong analytical and reporting capabilities to support evidence-based planning and decision-making.
- Skilled in managing budgets, achieving financial targets, and securing external funding through grants and sponsorships.
- Proficient in stakeholder engagement, community consultation, and building collaborative partnerships.
- Experienced in advocating for cultural services to diverse audiences to enhance visibility, participation, and community value.
- Demonstrated success in leading change within complex environments and achieving improved service outcomes.
- Knowledgeable in facilities and operational management, including strategic planning, compliance, and risk management.
- Experienced in managing multiple projects with strong organisational skills to deliver outcomes on time and within budget.
- High-level digital proficiency, including Microsoft Office and online collaboration tools.
- Sound understanding of government frameworks and processes across local, state, and federal levels.

Position Demands Analysis
Section Leader Cultural Services

EXPOSURE RATING TABLE			
No exposure	**Low Exposure**	**Medium Exposure**	**High Exposure**
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	**1**	**2**	**3**

PHYSICAL REQUIREMENTS All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	1	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	0	Extend arms for reaching	0	Kneeling for extended periods	0
Medium work Lifting 9.1 - 22.7kg	0	Sitting for extended periods	1	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	0	Balancing	0
Repetitive Lifting	0	Walking for extended periods	0	Hearing above background noise	0
Pulling Loads > 5kg	0	Walking on uneven ground	0	Depth perception	0
Pushing loads > 5kg	0	Frequent bending / stooping	0	Colour vision	0
Lifting with trunk twisting	0	Shovelling / digging	0	Fine manipulation	1
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		**CHEMICAL NAME/TYPE**		**BIOLOGICAL**	
Dusts	1			Odours / Mists / Fumes	0
Liquids	0			Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	0	Working at heights	0	Use of computer for screen-based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence/aggression from customers	1
Noisy work areas	0	Fatigue	0	Violence/aggression from animals / wildlife	0