

Summary information

Section	Library Services	Directorate	City Living
Position grade	Band 3 Level 1 Grade 8	Position type	Permanent, full-time
Reports to	Customer Services Coordinator	Direct reports	Yes
Approval limit	\$0	Release limit	\$0
Created/reviewed	February 2015	BCC numbers	BCC1124 and BCC1143

1 Position purpose

- Assist the Library Services section in providing excellent customer service
- To ensure that appropriate library service is provided to the Blacktown Community using the resources available, by efficiently and effectively managing the branch library service
- Act in accordance with the *New South Wales Work Health Safety Act 2011, Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

2 Qualifications and experience

Essential

- Degree in Library and Information Science or equivalent as recognised by the Australian Library and Information Association (ALIA)
- Eligible for professional membership of ALIA
- Previous library experience.

Desirable

- Demonstrated commitment to customer service
- Excellent interpersonal and communication skills
- Demonstrated ability to work in both a team and independently
- Ability to lead a team
- Relevant computer skills, including experience in the use of electronic and online resources
- Availability to work flexible working hours, including evenings and weekends as rostered
- Experience in library promotional activities
- Experience supervising staff
- Experience in cash handling
- Experience in library relocation and/or refurbishment
- First aid certification
- Ability to speak a community language
- Current Class 'C' driver's licence.

3 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4 Key accountabilities

Position specific

- Lead staff to provide excellent customer service at various library service points
- Perform duties relevant to the position efficiently and effectively
- Promote Council as an efficient and helpful organisation to the community
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our Volunteers policy and standard
 - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Adequately familiarise themselves with their WHS responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law (HVNL)* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Manager immediately
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5 Duties

- Participate in the delivery of quality customer service at various library service points:
 - Perform duties relating to service desk functions efficiently and effectively.
 - Lead colleagues in providing excellent customer service
 - Foster teamwork among colleagues
 - Provide professional information services to library users
 - Resolve customer enquiries and complaints in a courteous, effective and timely manner.
- Organise, deliver or assist in staff training, user education, and Library promotions as required
- Ensure that relevant performance measures are in place and performance standards are met
- Prepare and present reports and statistics as required
- Review work practices with a view to continuous improvement.
- Contribute to development, production and maintenance of relevant procedure manuals
- Contribute to library strategic and business plans as required
- Perform various duties related to the operation of library buildings and equipment, including access procedures for contractors and procedures for emergency evacuation
- Perform general library duties, and undertake any other library duties as required
- Work at any Library site or service point as directed
- Work evenings and/or weekends as rostered
- Actively participate in team meetings and meetings with other library teams
- Maintain professional expertise, eg. by attending training, seminars and relevant professional networks
- Ensure all duties and activities of the branch are being performed with maximum efficiency and accuracy, aligned with existing Library procedures and Council policy, including:
 - Supervise and ensure timely communication with staff
 - Resolve issues in a timely manner.
- Lead in providing a professional information services to library users, including direct patron service, telephone and online enquiries and user education
- Develop, plan and deliver agreed new services in line with library strategic direction
- Deliver Library activities, programs and community training as required
- Promote the Library's resources and services to the community
- Volunteer management duties if applicable
- Other duties as directed consistent with the operations of Council.

6 Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name	_____	
	Signature	_____	Date _____
Supervisor	Name	_____	
	Signature	_____	Date _____