



Recruitment Details

Position Title:	Casual Library Assistant
Reference Number:	2791
Portfolio:	Communities
Location:	Libraries (various as required)
Employment Status:	Casual
Enterprise Bargaining Agreement:	Livingstone Shire Council Officers Certified Agreement 2021
Remuneration Package:	Queensland Local Government Industry Award 2017 (Stream A) – Level 2 (\$37.78 per hour + casual loading);
Position Advertised:	External
Recruitment Commences:	Saturday, 2 March 2024
Recruitment Closes:	Monday, 18 March 2024
Enquiries:	Contact People and Culture on (07) 4913 5000
How to Apply:	 Complete an Application Form Address Selection Criteria Submit a Detailed CV Attach copies of relevant qualifications/tickets and licences
Lodge your application	Email to: employment@livingstone.qld.gov.au
via one of the following:	Post to:Deliver to:People and CultureLivingstone Shire CouncilLivingstone Shire CouncilYeppoon Town HallPO Box 229225 Normanby StreetYEPPOON QLD 4703YEPPOON
Privacy Information:	Please ensure you read and understand our privacy information located in the Job Collection Notice as a part of this application kit. <u>It is your responsibility to understand and acknowledge these</u> <u>conditions by ticking the relevant box on the Application Form.</u> <u>If you fail to complete this section your application will not be</u> <u>processed.</u>





Casual Library Assistant SELECTION CRITERIA

Position Number:	2791
Portfolio:	Communities
Business Unit:	Community and Cultural Services
Team:	Libraries
Position Status:	Casual
Classification:	QLGIA (Stream A) Level 2
Reports To:	Coordinator Libraries
Revised:	February 2024

Please address each of the selection criteria below in your application:

- 1. Mandatory Qualifications and Licences:
 - Ability to undergo criminal history screening under the blue card system administered by the Queensland Government; and
 - Possess and maintain a current motor vehicle driver licence.
- 2. Previous experience working in libraries and/or familiarity with automated library systems.
- 3. Good communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service to a diverse client base.
- 4. Assist in planning, preparing and conducting library activities and programs for adults, children and youth.
- 5. The ability to effectively operate in a multi-faceted unit where multi-tasking is often required to achieve team outcomes.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria. Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task Describe the event/task that required resolution, what was required of you.
- Action Describe what actions you took, how did you resolve the problem.
- Result What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.



Library Assistant POSITION DESCRIPTION

Position Number:	2791
Portfolio:	Communities
Business Unit:	Community and Cultural Services
Team:	Libraries
Position Status:	Casual
Classification:	QLGIA (Stream A) Level 2
Reports To:	Coordinator Libraries
Revised:	November 2022

General Position Statement:

This position supports Council's direction by being responsible for providing quality customer outcomes through assistance with the circulation of library items and related tasks and answering customer queries in a professional, efficient, and confidential manner.

Specific Responsibilities:

This position has the following responsibilities:

- 1. Provide quality customer service in person and via the telephone.
- 2. Undertake accurate circulation of library resources and effective performance of related tasks.
- 3. Assist customers with basic resource location and use of machines and technology.
- 4. Resolve simple customer problems in relation to overdue items, claims returned, and lost items.
- 5. Shelve library resources accurately, neatly, and efficiently, both alphabetically and numerically (including to extended decimal places).
- 6. Undertake accurate and efficient handling of cash, phone enquiries, bookings, and/or other administrative duties as required in the library environment.
- 7. Assist professional staff in the preparation and/or delivery of library programmes, if required.
- 8. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
- 9. Refer matters that may impact upon the business, Council, and employees to the relevant Supervisor or Manager.
- 10. Undertake other relevant duties as directed, consistent with skills, competence, and training.







Position Requirements:

Skills/Competencies

- 1. Good communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service to a diverse client base.
- 2. The ability to effectively operate in a multi-faceted unit where multi-tasking is often required to achieve team outcomes.
- 3. Ability to effectively operate Council's computer systems, including the library management software, online library mobile applications and websites, and the Microsoft Office Suite.
- 4. Assist in planning, preparing, and conducting library activities and programmes for adults, children, and youth.
- 5. Previous experience working in libraries and/or familiarity with automated library systems will be highly regarded.

Mandatory Qualifications, Licences and Experience

- 1. This position falls under the definition of regulated employment in the *Working with Children* (*Risk Management and Screening*) *Act 2000* and as such, persons seeking engagement in this position must undergo criminal history screening under the blue card system administered by the Queensland Government.
- 2. Possess and maintain a current motor vehicle driver licence.

Desirable Qualifications, Licences and Experience

1. Certificate II / III in Library Services is desirable.

Actions

- 1. **Values and Behaviours** Behaviour aligned with Council's Values and Behaviours.
- 2. **Customer Service** Focus on our customer/s needs.
- 3. **Code of Conduct** Behaviour aligned with Council's Code of Conduct.
- 4. **Safety** Carry out your duties in a safe manner.
- 5. **Project Management** Commit to Council's Project Management ethos.
- 6. **Human Rights** Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

LIVINGSTONE SHIRE COUNCIL

Value

- 1. Ability to work in a library environment.
- 2. Ability to legally operate a motor vehicle under a "C" Class Licence.
- 3. Availability to work weekend shifts as required for the library roster.
- 4. Ability to work at different sites in accordance with the library roster.
- 5. Ability to complete a satisfactory Functional Capacity Evaluation.
- 6. Provision of a satisfactory Criminal History Check Police Certificate (Australia Wide Name Only Police Check).

TEAMWORK

COMMUNITY

POTENTIAL

POSITIVIT

7. During the course of normal duties the incumbent may be required to perform:





- (a) constant dynamic standing/walking;
- (b) frequent bilateral forward reaching;
- (c) carrying and handling;
- (d) repetitive movements and occasional sustained bending and stopped positions;
- (e) working in awkward postures, and occasionally in restricted spaces; and
- (f) constant static and dynamic balance.

Delegations and Authorisations:

Financial, Administrative, and Human Resource Management Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations, and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Knowledge Library.

Acknowledgement:

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	General Manager Communities
Signature:	Mar
Date:	21 November 2022
Present Incumbent:	
Signature:	
Date:	



COMMUNITY TUNCIL LIVINGSTONE SHIRE COUNCIL Values and **Behaviours** E STILVIT

ACCOUNTABILITY

We own our actions, successes and failures, and ensure we implement

We take personal responsibility for

We manage and use Council's resources

 We make and communicate decisions and rationale in a timely and inclusive

manner and act with transparency.

commitments, and communicating

· We are diligent in delivering on our

lessons learned.

everyone's safety.

issues early.

effectively and efficiently.

POTEN



TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and . information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



- . We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide . feedback to support each other.
- We encourage and support innovation and initiative.



COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



POSITIVITY

- · We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- · We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.





Job Application Collection Notice

This Collection Notice explains in general terms how we protect the privacy of the personal information you provide when applying for a position with Livingstone Shire Council. In reviewing this Collection Notice and sending us your personal information, you consent to our collection, use and disclosure of that information in the manner set out below, unless you tell us otherwise.

What is personal information?

Personal information is any information which identifies you as an individual, or from which your identity can reasonably be ascertained. This includes your name, address, telephone number, date of birth, work experience, skills and qualifications, aptitude test results, referee contact details, visa details and other information relating to your career, education and personal interests that you provide to Council in your job application or resume.

Personal information may also be sensitive information, such as information about your health or criminal record. We only collect sensitive information if it is relevant to the requirements of a particular position and you consent, or the collection is otherwise allowed by law.

How your personal information will be collected

We will collect personal information directly from you when you apply for a position with us, for example, when you send us a job application via our website, or by email, mail or fax, or when you participate in an interview in person or over the phone.

We will also collect personal information from third parties when we receive the result of:

- reference checks
- enquiries that we make of professional associations or registration bodies
- competency or technical skills tests
- medical tests or psychological assessments
- verification of academic achievements
- police checks, where such checks are required
- Immigration

If you do not provide us with your personal information, we may not be able to consider your job application.

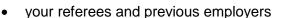
How your personal information will be used and disclosed

We will use your personal information to:

- assess your job application
- determine your actual or possible work placement
- verify the information you provide to us, for example, in relation to your health, work experience, skills, education, qualifications, criminal record, and if we require, citizenship, residency or visa work entitlements.

In using your personal information for these purposes, we may need to disclose your personal information to:





- the police
- health professionals
- the Department of Immigration
- the Commissioner for Children & Young People & Child Guardian
- other persons or bodies that are relevant to your job application, and that we may need to contact in order to verify the information that your provide to us.

We may also need to use or disclose your personal information for purposes allowed by law (such as in an emergency situation or to assist a law enforcement agency).

How your personal information will be protected

If you are unsuccessful in your application for a position, we will keep your personal information on file for up to two years.

If you are successful in your application, we will keep your personal information on file while you continue to work for us and for 70 years from your date of birth or seven years from date of separation, or resignation, whichever is later.

While we hold your personal information, we will take reasonable steps to protect it against, loss, unauthorised access, use, modification or disclosure, and any other misuse. We will destroy your personal information when it is no longer required by us in accordance with an approved disposal authority.

How to access your personal information or correct it

We will take reasonable steps to ensure that personal information that we hold about you is accurate, complete and up-to-date. If there is any change to the personal information that you provide to us, please let us know.

To make a request for access to your personal information, please complete and submit a *Right to Information and Information Privacy Access Application*. (Note that the law allows us to deny you access in certain limited circumstances. If we refuse access, we will give you reasons for our refusal.)

To make a request for correction of your personal information, please complete and submit an *Information Privacy Personal Information Amendment Application*,

We will try to respond to your request for access or correction promptly. We may, however, need up to 25 days to process your application.

How to make a complaint to us

To make a complaint about the way we have handled your personal information, please complete and submit our *Privacy Complaint Form*.

We will try to respond to your complaint promptly, in most cases within 14 days. We may, however, need up to 45 days to provide you with a response.





lf:

- you are not satisfied with our response to your complaint; or
- 45 days has passed without a response from us; or
- We are unable to resolve your complaint,

You can lodge your complaint with the Office of the Information Commissioner on telephone (07) 32347373 or visit their website *www.oic.qld.gov.au*.

How to contact us

If you require more information on how we manage your personal information, wish to request access to, or correction of, your personal information, or wish to make a complaint about the way we have handled your personal information, please contact:

RTI Coordinator Livingstone Shire Council Town Hall 25 Normanby Street YEPPOON QLD 4703

OR

Postal address: Livingstone Shire Council PO Box 2292 YEPPOON QLD 4703

 Phone:
 1300 790 919

 Fax:
 4836 4776

 Email:
 enquiries@livingstone.qld.gov.au







Job Application Guide

Please follow the instructions in this guide carefully in order to ensure that you fully address all application requirements.

Thank you for your interest in the recently advertised position with Livingstone Shire Council. The assessment for selection is based upon the merit of each applicant in relation to the requirements of the position.

1. Livingstone Shire Council

Livingstone Shire Council is situated in the Capricornia region of Central Queensland. Following a successful de-amalgamation referendum, the Shire was re-established on 1 January 2014. Covering an area of 11,800 square kilometres, the Shire incorporates the coastal areas of Yeppoon, Emu Park, Great Keppel Island, Stanage Bay and Keppel Sands; and the rural areas of Byfield, Cawarral, The Caves, Yaamba, Kunwarara, Marlborough and Ogmore.

Approximately 350 staff provide services to a growing population of approximately 36,000 residents. Industry in the Shire is predominately tourism and agriculture, including pineapple production and timber harvesting. The elected Council consists of the Mayor and 6 Councillors, and the organisation is made up of 2 operational portfolios. All departments report directly to the Chief Executive Officer.

2. Your Application:

Your application should include:

- A completed **Application Form**;
- Clear copies of qualifications, licenses, tickets and/or certificates that are **directly** relevant to the position being applied for
- A **Resume** containing a brief summary of your education, qualifications, work experience and two (2) work-related referees;
- A statement addressing the Selection Criteria (if required).

Please do not send originals of licences, certificates, tickets, etc.

2.1 Job Application Form

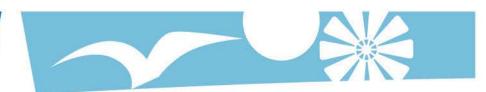
Included in this Application Kit is an Application Form. You <u>must</u> complete this form and attach it to the front of your application. Check your cover sheet for further information.

2.2 Resume

This is a brief summary of your details including:

- Personal details: name, address, contact telephone numbers;
- Educational Background: list details from most recent to past include your university, college and / or school and any training courses or other qualifications;
- Work History: list details from most recent to past. State the employer's name and how long you were there. State your position and the key duties involved in the role;
- Additional Information: e.g.: First Aid certificates, Drivers Licences, Operators Tickets etc;
- Referees: you are required to provide the name and contact telephone numbers of two (2) *work related* referees who can provide objective and honest feedback about your work experience and performance, and where possible, how it relates to the selection criteria. Preferably these referees will be your current or most recent supervisor.





2.3 Addressing Selection Criteria

It is recommended that you address all selection criteria separately. Your demonstration of your ability to meet the selection criteria is the most important part of your application.

The Selection Panel will use all the information provided in your application, but will concentrate on how well you have demonstrated your ability to meet the selection criteria through an analysis of your qualifications, skills, abilities, experience and knowledge.

Each criterion is based on the required qualifications, skills and knowledge necessary to carry out the principal responsibilities of the role.

Consider the level of the position coupled with the skills and competencies within the Position Description and answer appropriately. For instance, if applying for an officer level position it is not necessary to refer to management level experience.

Depending on the nature of the role, if you do not meet an essential selection criterion to satisfy a legal, registration or accreditation purpose or to satisfy a requirement of a professional body, you may be excluded from further consideration for the position.

Wording used in the selection criteria describes the necessary level of knowledge or skill/ability to do the job. For example:-

<u>Demonstrated</u> means that you have actually performed the activity or used the skill in the past, rather than just the potential to do so.

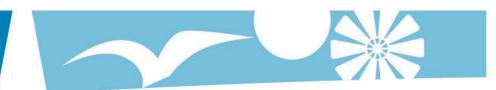
Knowledge of, or the ability to rapidly acquire the knowledge of means that you already have the required knowledge or you can provide examples of past situations which have required a rapid acquisition of knowledge.

<u>Thorough, sound or high level</u> indicates that a more advanced level of knowledge or skill may be required.

Suggested approaches to addressing selection criteria include:

- Read each of the selection criteria carefully and make sure you specifically address each criterion by outlining how YOUR qualifications, skills, abilities, experience and knowledge meet the requirements of the position. Provide supporting documentation, preferably by examples of your personal experience that supports your statement.
- You may like to take into account;
 - o What was your previous role?
 - What did you do and how did you do it?
 - What did you achieve?
 - o What was the end result/outcome?
- Use actual examples of what you have done that are relevant to each selection criterion. Include how well you did it, what you achieved and how it relates to the requirements of the role. When considering the length of your statement addressing the selection criteria, remember it is *quality not quantity* that counts. Responses are generally no longer than one page per criterion.
- The statement should consist of each of the selection criteria as a heading and your written response underneath.





3. Selection Process

As an Equal Employment Opportunity Employer all selections are based on "merit". In order to select the most appropriate applicant for the position a number of selection methodologies are used. Each selection method will be based on the applicant's ability to successfully meet the requirements of the position.

3.1 Shortlisting

All applicants are short-listed after the close of applications. This involves:

- All applications being read by members of the selection panel;
- Information provided in each application is compared with the position requirements;
- Suitability in terms of the position requirements is noted and compared with other applicants; and

• The most meritorious applicants, as determined by the selection panel, are then shortlisted.

Short listed applicants are then contacted by phone to arrange an interview.

3.2 Skills Testing

Skills testing may be undertaken as a part of the shortlisting process, either prior to an interview or after. The skills testing may involve computer literacy, typing or other tests that are suited to the position.

3.3 The Interview

All short-listed applicants will be offered an interview. At the interview you may be required to bring with you original qualifications and/or tickets for viewing by the panel. The interview will consist of a series of questions based on the position requirements. You will have the opportunity to explain and expand on the information provided in your application. The selection panel's task is to establish whether you possess the necessary skills, and attitudes to perform the duties and requirements of the position and in some cases have the potential to acquire these skills within a reasonable time period.

Your task is to demonstrate to the selection panel on how well you meet the position requirements and to determine whether the position is suitable for you. Remember, the interview is a two way process. Therefore, as well as the interviewer asking questions, you may ask questions as well.

Dependent upon the position, if you are selected for an interview and are required to attend in person, Council may pay for your return airfare (if applicable). Any other expenses associated with the interview will be borne at your expense.

During the interview, it would be preferable if you could provide a firm commencement date should you be successful in obtaining this position.

Preparing for your interview:

- Carefully read the Position Description and in particular the position requirements and functions of the position;
- List key issues relating to each criteria;
- Think of likely questions, which would directly apply to the Position Description.

3.4 Assessments

Candidates may undergo other assessments as part of the selection process. Applicants may also be required to attend a Functional Capacity Evaluation (FCE). If a position has been identified as requiring applicants to participate in an FCE, you will be advised at interview and be provided with an information sheet outlining the process.





3.5 Criminal History Checks

As part of the recruitment process, applicants may be required to undertake a criminal history check. If this is required, applicants will be advised by People and Culture and asked to provide 100 points of identification and complete an applicant consent form.

3.6 Reference Checking

You will be asked to supply two (2) *work-related* referees with your application. Reference checks will be conducted after an applicant has successfully met the other selection processes. The best referees are those that can discuss your previous work experience in line with the position requirements.

4. Post Selection

4.1 Notification

Both the successful applicant and the interviewed unsuccessful applicants will be notified of the outcome as soon as possible after the final decision has been made.

4.2 Feedback

Unsuccessful interviewed applicants may obtain feedback on their application and interview by contacting the Chair of the interview panel. Council is unable to provide feedback to applicants who do not gain an interview.

5. General Conditions of Employment

5.1 Salary and Conditions of Employment

Salary and conditions of employment with Livingstone Shire Council will be either:

- General classification based on industrial instruments; or
- Executive classification non-industrial instrument.

These conditions will be discussed at the interview or at the time of your offer of employment.

5.2 **Probation**

Appointment in the first instance will be on the basis of a probationary period. This probation may be extended in exceptional circumstances. The purpose of the probation is two-fold:

- i) For the Council to see if the employee is suitable for the position or not and decide whether to offer permanent employment or terminate employment; and
- ii) For the employee to see if he/she likes the position and wishes to take the offer of permanent employment or resign.

5.3 Relocation

Relocation assistance may be provided for successful applicants. This will be negotiated upon offer of employment and will be in accordance with Council's policy.

5.4 Smoke Free Work Environment

Livingstone Shire Council has a smoke free work environment. No smoking is permitted in any Council building, vehicle, plant or machinery.

5.5 Policies

Council has a number of policies to ensure a quality working environment. It is important that all new employees become familiar with these polices after commencement.





5.6 Workplace Health and Safety

Livingstone Shire Council is committed to providing a safe and healthy work environment. Comprehensive workplace health and safety policies and procedures are in place to ensure you are not at risk while at work.

5.7 Induction

All new employees will be required to undergo a corporate induction when they commence at Livingstone Shire Council. This induction will be arranged by People and Culture.

6. Lodging Your Application

Applications for any vacancy must be received by the closing date shown on the advertised position and should be forwarded to:

Post to: OR Deliver to: (by 4.30pm on closing date)	People and Culture Livingstone Shire Council PO Box 2292 YEPPOON QLD 4703 Customer Service Centre Town Hall 25 Normanby Street YEPPOON QLD 4703
OR	Customer Service Centre 7 Hill Street EMU PARK (Library) QLD 4710
Fax to: Enquires: E-mail to: (by midnight on closing date)	4836 4776 4913 5000 employment@livingstone.qld.gov.au (.doc & .pdf files only)

You will be sent an acknowledgment letter upon receipt of your application when the recruitment for the position closes.

For more information contact People and Culture on (07) 4913 5000

Job Application Form

People and Culture

Enquiries	1300 790 919 or 07 4913 5000
Email	employment@livingstone.qld.gov.au
Address	PO Box 2292, YEPPOON QLD 4703
Street Address	25-27 Normanby Street, YEPPOON



PRIVACY NOTICE: Livingstone Shire Council is collecting the personal information you supply on this form for the purposes outlined in the Job Application Collection Notice which is a part of the Application Kit. Your personal details will not be disclosed to any other person or agency external to Council without your consent unless required or authorised by law.

Position Title:		
Reference Number:		
Title:	□ Mr □ Mrs □ Miss □ Other	
Surname:		
Given Name(s):		
Preferred Name:		
Home Address:	Street:	
	Town/City:	
	State: Postcode:	
	Country (if not Australia):	
Postal Address (if different to home):		
Email Address:		
Contact Telephone:	Home: Mobile:	
Best Method of Contact:	🗆 Home 🗆 Work 🗆 Mobile 🗆 Email	
How did you find out about this position?	 The Morning Bulletin Council's Website Word of Mouth LG Job Directory Facebook 	
Are you an Australian Citizen?	□ Yes □ No If no, do you have a working visa? □ Yes □ No	
Are you a current LSC employee?	□ Yes □ No	
Have you previously been employed with Local Government?	 □ Yes □ No If yes, which Council have you previously worked for? 	
Application Collection Notice' which is part of this Application Kit? PLEASE NOTE: YOUR APPLICATION CANNOT BE PROCESSED WITHOUT YOUR CONSENT		