CLARENCE VALLEY COUNCIL

Position Description

Library Officer (Yamba Library)

Directorate	Corporate and Community Directorate Communication and Engagement Section
Location	Grafton, Yamba, Iluka or Maclean, however this may change should business need identify other work locations to be more appropriate to deliver our services in future.
Classification/Grade/Band	Grade 6 – Entry to Step 4 Band 2 Level 1
Employment Type	Permanent Full Time (70 hours of work per fortnight)
Date position description approved	1 October 2026

Overview

Located in the heart of the Northern Rivers, the Clarence Valley is a special place to call home. With over 100km of stunning beaches, national parks and 60 unique towns and villages to enjoy, we've got a massive backyard to look after. As one of the region's largest employers, we provide the job security and career opportunities of a large organisation, with the warmth and connection of a local team. Council is working on some big plans to make the Valley even better by 2036, and we need people who are ready to roll up their sleeves and be a part of something truly important.

Values



Primary purpose of the position

The Library Officer supports the delivery of an outstanding community experience at our libraries. The position contributes to the delivery of inclusive, accessible and vibrant library services, programs and community spaces that support learning, connection and community wellbeing.

Key accountabilities

- Deliver excellent customer service and provide information, reference and advisory services to library users.
- Plan, promote and deliver library programs, events, outreach activities and learning opportunities that support literacy, lifelong learning and community engagement.
- Provide access to library resources and technology, including digital collections, online services, equipment and digital literacy assistance.
- Maintain library collections, facilities and community spaces, including circulation duties, shelving, collection maintenance, displays and ensuring welcoming, accessible and well-presented library environments.
- Support the day-to-day operation of Yamba Library and Community Centre, including oversight of the facility, service delivery and operational requirements, ensuring a positive customer experience and effective use of community spaces.
- Collaborate with staff, volunteers, community groups and partner organisations to enhance participation in library services, programs and community centre activities.
- Provide administrative, reporting and operational support, including statistics, records management, grant assistance, marketing, compliance requirements and support for library and community centre operations.

Key challenges

- Managing competing and conflicting priorities within agreed timeframes and to the required standard
- Managing conflict with community members both in face-to-face situations and via the telephone as well as managing individuals with challenging behaviours.
- Contribute to the supervision, training, and instruction of staff, volunteers, and work experience students.

Key internal relationships

Who	Why
Team Leader (Public Library Services)	• Escalate issues, keep informed and receive direction. • Provide regular updates on key projects, issues and priorities.
Public Libraries team	• Collaborate with the teams on risks and issues and process improvements. • Update on the status of the projects, share ideas and learnings. • Work collaboratively with Volunteers.
Regional Services Team	• Collaborate with the teams on risks and issues and process improvements. • Update on the status of the projects, share ideas and learnings. • Collaborate to ensure that Customer services are aligned with business needs and strategic direction.
All staff within Council	• Liaise with IT section in providing timely, effective and efficient IT services to community. • Liaise with Facilities section to ensure safe, maintained library facilities

Key external relationships

Who	Why
General public, government agencies, regional organisations, community groups	• Build professional relationships with local community networks and organisations necessary for the work of the Library Service

Key dimensions

Decision making

This position is required to make decisions and use judgement when assessing situations and in determining processes, tools and solutions to problems.

Reports to	Team Leader (Public Library Services)
Direct reports	Nil
Indirect reports	Nil

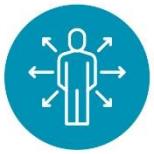
Essential requirements

- Diploma of Library and Information Services (Library Technician Studies) and or equivalent relevant industry experience;
- Current Drivers Licence;
- Current Working With Children Check or APP Number

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at www.lgnsw.org.au/capability

Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	**Capability Name**	**Level**
 Personal Attributes	**Manage Self**	**Intermediate**
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	**Intermediate**
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	**Intermediate**
	Procurement and Contracts	Intermediate

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	**Capability Name**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• Understands what needs to be done and steps up to do it • Pursues own and team goals with drive and commitment • Shows awareness of own strengths and weaknesses • Asks for feedback from colleagues and stakeholders • Makes the most of opportunities to learn and apply new skills
Relationships Community and Customer Focus	Intermediate	• Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results Deliver Results	Intermediate	• Takes the initiative to progress own and teamwork tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high-quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Resources Technology and Information	Intermediate	• Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness