

# Position Description

## Mobile Library Officer/Driver

### Position Overview

Title	<b>Mobile Library Officer/Driver</b>
Unit & Directorate	Community Services, Community Strengthening Directorate
Position Status	Temporary Part-time (14.7 hours per week)
Classification	Band 4 + allowance amount \$8.71 per day or part thereof as per 2024 EBA
Location	Based at Hastings Office however may be required to work across any site based in the Mornington Peninsula Shire municipality
Reports to	Operations Lead - Libraries

### About Mornington Peninsula Shire & Team

Mornington Peninsula Shire is responsible for a broad range of more than 70 services from community services to infrastructure which supports the wellbeing and prosperity of the Mornington Peninsula community. Our vision is to value, protect and improve the unique characteristics and way of life on our Peninsula.

Our community is at the heart of everything we do, and our organisation is committed to the highest standards of performance, behaviour, and service. To guide us in the delivery of exceptional community outcomes, we live our values of Integrity, Courage, Openness, Respect and Excellence.

As an employer, we are committed to providing an environment that is safe and engaging and enables our people to achieve great things. We are committed to child safety and ensuring our workforce is inclusive and reflects the diversity of our community.

This position works within the Community Strengthening directorate. The Directorate works strategically across the organisation and with business and community sectors to understand and manage the changing needs and aspirations of the Mornington Peninsula Shire. At the heart of this directorate is our commitment to building the capacity of communities.

Within the Directorate the Library function operates within the Arts, Culture and Community unit. Libraries play a pivotal role in supporting community health and wellbeing, and delivering social, cultural, and economic return. They help foster critical thinking, social connection, positive literacy outcomes, life-long learning, and a love of reading, which in turn delivers a wide range of individual and social benefits which are critical in establishing an informed, imaginative, and compassionate society.

### Position Purpose

Reporting to the Operations Lead – Libraries the Mobile Library Officer/Driver provides outstanding customer service to library customers and supports the library team to deliver an exceptional and engaging service to the Mornington Peninsula community and its visitors through the Our Library Van (OLiV).



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The Mobile Library Officer/Driver is responsible for operating OLiv across the Shire servicing stops on a regular basis in addition to providing outreach services at locations such as community facilities, pre-schools, kindergartens, schools, aged care facilities and events providing outreach services and programs.

This position is responsible for promoting the Shire's values of Integrity, Courage, Openness, Respect and Excellence.

### Key Responsibilities & Accountabilities

Key Position Outcomes	<ul style="list-style-type: none"> <li>- Ensure the OLiv vehicle is driven, operated, and maintained within the Shire's policy and procedure.</li> <li>- Provide administrative support for the operation of the OLiv service, including bookings, reporting etc.</li> <li>- Provide excellent customer service, assist with enquiries, and resource loans, provide technical support and information provision.</li> <li>- Contribute to the development of library services, programs, initiatives, and events that support lifelong learning, digital literacy/technology, reader development and literacy outcomes.</li> <li>- Deliver regular programs, initiatives and events and outreach services through OLiv.</li> </ul>
Operational Management	<ul style="list-style-type: none"> <li>- Undertake driving, safety checks, cleaning, reporting and identify any issues that may impede the safe operation of the service or impact the safety and security of staff and patrons.</li> <li>- Actively support a culture of inclusiveness and access for all community members regardless of age, ability, or background.</li> <li>- Contribute to a culture of continuous improvement by providing input into the review and development of strategies, plans, policies, standards, and procedures as required.</li> <li>- Contribute to the development of a collection of library materials that meets the needs of the community.</li> <li>- Manage key initiatives and projects on time, to achieve desired outcomes.</li> <li>- Identify and manage key corporate and safety risks.</li> <li>- Monitor use of Council resources to maximise efficiency.</li> <li>- Deliver work tasks in timely, accurate and succinct manner.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>- Contribute to a responsive, innovative, and forward-looking culture by encouraging and promoting a 'can-do' team spirit.</li> <li>- Ensure timely and person focused customer service is always delivered.</li> <li>- Build collaborative and outcome focused relationships at all levels of the Council.</li> <li>- Work closely with other members of the Libraries team to ensure effective and consistent service for the Shire, and the Shire's Fleet Management Team to ensure effective operation of Our Library Van service.</li> <li>- Build collaborative and productive relationships with external stakeholders including service providers and community groups.</li> </ul>



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<p>Organisational Responsibilities</p>	<ul style="list-style-type: none"> <li>- Role model the Mornington Peninsula Shire Values of Integrity, Courage, Openness, Respect and Excellence.</li> <li>- Comply with Shire policies, procedures, and guidelines.</li> <li>- Project manage key initiatives and projects on time to achieve desired outcomes.</li> <li>- Ensure compliance with Privacy legislation and personal information confidentiality requirements.</li> <li>- Encourage and promote a culture of risk minimisation and management.</li> <li>- Create, maintain, and foster a safe work environment.</li> <li>- Maintain professional expertise, performance, and personal development.</li> </ul>
<h3>Experience &amp; Capabilities</h3>	
<p>Qualifications and Experience</p>	<ul style="list-style-type: none"> <li>- Eligibility for professional membership of the Australian Library and Information Association (ALIA), or equivalent qualification appropriate to the position or substantial experience in a similar role.</li> <li>- Substantial experience in frontline customer service.</li> <li>- Substantial experience in IT applications.</li> <li>- Relevant prior experience in public libraries is desirable.</li> <li>- Experience in Local Government or other complex organisations is desirable.</li> <li>- A valid Victorian HC (Heavy Combination) or HR (Heavy Rigid) licence is desirable but not essential.</li> </ul>
<p>Specialist Skills and Knowledge</p>	<ul style="list-style-type: none"> <li>- Ability to drive, park and operate a large vehicle.</li> <li>- Ability to assist with and participate in the delivery of programs, initiatives, and events for all community members.</li> <li>- Demonstrated skills and experience using IT applications including social media, and considerable experience in troubleshooting computers and supporting customers in the use of library related technology, and technology devices.</li> <li>- Relevant library-related information technology skills.</li> <li>- Sound general knowledge and interest in books and reading.</li> <li>- Ability to successfully complete financial transactions.</li> </ul>
<p>Interpersonal and Management Skills</p>	<ul style="list-style-type: none"> <li>- Highly developed verbal and written communication skills.</li> <li>- Ability to build and maintain effective and productive relationships.</li> <li>- Attention to detail and organisational ability.</li> <li>- Ability to communicate sensitively and effectively with a wide range of people of all ages, abilities, and diverse backgrounds.</li> <li>- Confidence to seek opportunities to engage with customers, gain their cooperations, discuss and resolve problems and collaborate with all stakeholders to achieve goals.</li> <li>- Ability to be flexible and respond to change in a demanding environment to ensure the needs of the library are met.</li> <li>- Ability to deal effectively with difficult situations within Shire policies and procedures.</li> </ul>



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	<ul style="list-style-type: none"> <li>- Ability to embrace feedback to improve performance.</li> <li>- Skills in managing time, setting priorities, planning, and organising work to achieve position and performance objectives.</li> <li>- Understanding of, and ability to implement personal practices including equal opportunity, health and safety, training, and development.</li> </ul>
Judgement and Decision Making	<ul style="list-style-type: none"> <li>- Ability to solve problems using policies and procedures with guidance.</li> <li>- Ability to provide advice and support in line with the longer-term goals of the unit and organisation.</li> <li>- Ability to prioritise competing tasks to meet customer service requirements and organisational needs.</li> <li>- Ability to use knowledge and experience to make informed decisions and to solve customer service problems on a daily basis, referring to senior staff as appropriate.</li> <li>- Ability to assign tasks to volunteers.</li> <li>- Ability to manage fees, charges and other circulation matters to agreed levels.</li> </ul>
Accountability and Extent of Authority	<ul style="list-style-type: none"> <li>- Ability to ensure decisions and actions taken within scope of role is in line with policies and guidelines.</li> <li>- Ability to deliver effective customer service, under the direction of the Team Leader - Libraries.</li> <li>- Accountable for resolving problems to provide high quality customer service in the application and interpretation of Library and Shire policies and procedures.</li> <li>- Accountable for accurately responding to customer enquiries and requests in a timely manner to meet Service Level Agreements.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>- Flexible, resilient, accountable, and proactive.</li> <li>- Customer focused.</li> <li>- Drive and commitment to continuous improvement.</li> <li>- Collaborative and team focused.</li> <li>- Empathy and Cultural Awareness.</li> <li>- Creative and innovative.</li> <li>- Commitment to living Mornington Peninsula Shire values.</li> </ul>

### Other Relevant Information

#### Physical Requirements of the role:

- Substantial manual handling is an inherent physical requirement of working in this role. The position requires:
  - o Significant periods of standing
  - o Sustained hours of movement, including lifting, bending, squatting, pushing, carrying, and stretching.
  - o Use of computers and office equipment, including library scanning equipment.
  - o Driving of Shire vehicles for outreach services.
  - o Lifting of library resources into and out of Shire vehicles as part of the OLIV service.



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- This position will work rostered shifts, including weekends, at various Our Library Van stops and locations such as community facilities, schools, kindergartens, and aged care centres primarily during the day. There may be occasional evening shifts supporting library programs.
- This position description is an overview of the role; reasonable adjustments to the role that do not change the overall level, scope or intent of the original position may be discussed and agreed to in consultation with the incumbent.
- This role requires a current Working with Children's Check. MPS (Mornington Peninsula Shire) must be nominated as the employer.
- A current Victorian Driver's License is required; audits may be conducted if driving a Shire vehicle as part of this role.
- Incumbent must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- Qualification audits may be conducted. Substance testing and/or an Independent Medical Examination may also be requested as part of pre-employment screening.

### Approval & Understanding

The following signatures are required to indicate understanding, agreement, and approval of the position description.

Position description approved by:

Name:	Cheryl Casey	Title:	Manager Community Services	Date:	
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I have read and understood the requirements set out in this Position Description

Incumbents Name:	
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Signature:		Date:	
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