Position Description

Library Operations Support Officer

Mornington Peninsula Shire

About Us

Mornington Peninsula Shire Council is a workplace where you will truly belong. 85% of our team believe this is a great place to work. We champion flexible work, continuous learning, and a supportive culture for all. Our people are united by passion, respect, and a drive to advance our community's future.

Our Community Vision

Welcome (Wominjeka), we celebrate, protect and enhance our unique blend of coast, hinterland, Green Wedge, and heritage – fostering our diverse culture and connected villages, townships and community.

We are committed to supporting community groups, sustainable and balanced growth, a vibrant local economy, fit-for-purpose infrastructure, and ensuring a prosperous, safe, accessible and inclusive future for all.

Our Values	Integrity • Courage • Openness • Respect • Excellence
Diversity & Inclusion	We welcome all - including First Nations peoples, people with a disability, women, LGBTIQA+ individuals, culturally diverse communities, migrants, and carers.
Why Work with Us	Flexible and hybrid working options Career development & learning opportunities Supportive, inclusive, and innovative culture

Serving Our Community

At Mornington Peninsula Shire Council, you will join people who take pride in their local area and are enthusiastic about creating positive change.

Customer Commitment	We make it easy • We serve consistently • We respond proactively
Environmental Commitment	We protect and enhance our Mornington Peninsula's natural environment.
Commitment to Children	We create safe, welcoming spaces for all young people to thrive.

Capabilities

Our Future Capabilities Framework identifies the key capability development areas we are all committed to developing.



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Mornington Peninsula Shire

Position Details

Role Title	Library Operations Support Officer		
Unit / Directorate	Community Services / Communities		
Location	Based at Hastings Office and within Library Branches; may be required to work across any location within the municipality.		
Band	4		
Reports to	Team Leader - Libraries		
Type	☒ Full Time ☐ Part Time ☐ Casual ☒ Permanent ☐ Temporary / Contract	**Hours per week**	38
Mandatory checks	National Police Record Check Working with Children Check Drivers Licence		
Position Purpose	The Library Operations Support Officer delivers a broad range of business, operational and administrative functions that enable the efficient and effective delivery of library services. The role supports service planning, rostering, projects, governance, reporting and continuous improvement activities, contributing to the achievement of operational and strategic objectives.		

Your Role

As the Library Operations Support Officer, you will play an important role in enabling the efficient and effective delivery of library services through the provision of high-quality business, operational and administrative support, including staff rostering. You will contribute to service planning, governance, reporting, project coordination and continuous improvement activities, ensuring that library operations run smoothly and effectively. Working collaboratively across the Libraries team, you will support the achievement of operational and strategic objectives through accurate, responsive and professional service delivery, underpinned by strong organisational skills and attention to detail.

What success looks like

- **Service Excellence and Customer Focus –** High-quality, accurate and timely business, operational and administrative support is provided to enable the effective delivery of library services. Positive and professional relationships are maintained with colleagues and stakeholders, contributing to a responsive, customer-focused service.

- **Planning and Coordination –** Rostering, scheduling and operational activities are effectively coordinated to support service delivery requirements across the Library Service. Work is prioritised effectively, records are maintained accurately and tasks are completed efficiently within required timeframes.

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- **Governance and Reporting –** Records, documentation, reports and correspondence are prepared and maintained to a high standard, supporting effective governance, decision-making and compliance with Council requirements. Information is accurate, reliable, accessible and appropriately managed.

- **Project and Administrative Support –** Administrative and coordination support for projects, service improvements and strategic initiatives is delivered effectively, contributing to successful implementation and the achievement of service objectives.

- **Strategic Contribution and Continuous Improvement –** Opportunities to improve systems, processes and ways of working are identified and implemented, contributing to efficient operations and enhanced service delivery. Through effective planning, coordination and support, Library Service objectives and Council priorities are advanced, delivering positive outcomes for the community.

Required Knowledge & Experience

- **Education & Experience –** Demonstrated experience in business support, administration, customer service, project support or a related field. Proven ability to provide high-quality operational and administrative support within a customer-focused environment. Experience supporting service delivery, coordinating business processes, workforce rostering and resource allocation, and contributing to continuous improvement initiatives is highly regarded. Experience in local government, libraries or other complex service-based organisations is desirable.

- **Written & Oral Communication –** Well-developed written and verbal communication skills, with the ability to prepare clear correspondence, reports, records and documentation, and provide responsive customer service to a diverse range of internal and external stakeholders. Ability to communicate information effectively across a variety of channels and adapt communication to different audiences.

- **Technology, Data and Business Systems –** Technology, business systems and data are used effectively to support efficient library operations, informed decision-making and high-quality service delivery. Accurate records, financial information and operational data are maintained and analysed, reports are prepared to a high standard, and corporate, library management and Microsoft Office systems are utilised proficiently to support business outcomes.

- **Organisation & Problem Solving –** Proven ability to manage competing priorities, coordinate multiple tasks and respond proactively to operational issues in a busy environment. Ability to identify practical solutions, exercise sound judgement, maintain accuracy and contribute to the continuous improvement of systems, processes and service delivery.

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Role Capabilities

To succeed in this role, we will be looking for existing capabilities in the below core areas.

Capability	Description
Agility	Embraces change and remains flexible and agile to work efficiently through uncertain or shifting conditions.
Continuous Improvement	Applies thinking and tools to continuously improve the effectiveness, efficiency and performance of work to deliver positive customer outcomes.
Customer Centred	Puts the customer and community at the centre of all actions and decisions. Delivers exceptional customer service at all times.
Results orientation	Achieves goals, delivers outcomes and make measurable progress by being proactive and holding personal responsibility.
Creative Innovation	Approaches problems with a creative, human-centred mindset to create solutions that are practical and innovative.

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