POSITION DESCRIPTION

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Position Title:	Senior Library Officer	**Division:**	Development
Position No:	158	**Business Unit:**	Community Development
Classification:	Band 5	**Date Approved:**	November 2024
Position status:	Permanent Part-Time (0.8 EFT)	**Approved by:**	General Manager Community and Culture

Our Values

Cooperation:	Working together, teamwork, collaboration and being solution oriented
Integrity:	Acting with respect, honesty, reliability, trust, tolerance and understanding.
Balance:	Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources.
Professionalism:	Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement.
Sustainability:	Going above and beyond to demonstrate commitment to leading sustainable practices and encouraging and supporting others to do the same.

How Your Role Contributes

The Senior Library Officer is responsible for supervising and undertaking the day-to-day operational tasks of a library branch, including staff. The Senior Library Officer will manage a roster system for branch operation which includes contacting casual staff, possibly out of hours or as reasonably expected.

The Senior Library Officer will undertake regular circulation duties, deliver a variety of community programs and assist with guided collection maintenance

The Senior Library Officer will be required to undertake tasks associated with marketing & engagement and the coordination of a home library service.

The Senior Library Officer will participate in a roster system, including regular Saturday and occasional outside of normal business hours shifts.

- Primary Location: Yarram Library
- Hours: 56 hours per fortnight including after hours and Saturdays on a rotational system as per Library Employees – Specific Engagement

Responsibilities	Key Outcomes
Branch Supervision	• Supervise and undertake the day-to-day operation of a library branch, including staff. • Ensure adequate staffing of a library branch, including production of rosters, which may require out of hours contact with relieving staff. • Supervise and assist library staff in the provision of frontline services to ensure quality control and appropriate distribution of workloads. • Provide leadership to staff, participate in team activities and support training, professional development and change management. • Lead and guide the library team through direction, coaching, supporting and delegating to ensure effective completion of tasks within timeframes, budget and quality standards. • Undertake training and supervision of new employees, volunteers and placement students. • Ensure the operation, safety and security of library facilities and equipment.
Operations and Customer Service	• Assist in the provision of information services to library users, including information retrieval and assistance on the use of resources, services, technology and equipment • Provide outstanding customer service and support via:

	○ rostered desk shifts ○ responding to enquiries complaints and incidents in a proactive, effective and timely manner and in accordance with Council policies and procedures. ○ processing and maintaining library membership records ○ undertaking loans, reservations, returns and shelving, including shelf checking • Assist in the promotion of branch library services and provide formal and informal user education • Ensure excellent presentation of library branch facilities and collections • Collect, handle and reconcile all monies received in accordance with Council policies and procedures
Library Programming	• Under the general supervision of the Programming and Engagement Librarian, deliver a variety of community programs, occasionally outside of normal business hours. • In consultation with the Programming and Engagement Librarian, assist in the development of additional branch community programming within allocated resources.
Collection maintenance	• Under the general supervision of the Collections Librarian, undertake regular maintenance of the library collection. • Provide assistance and recommendations to the Collection Librarian to inform collection development. • Assist in the processing of new acquisitions as required.
Portfolio Tasks	• Under general supervision, undertake tasks associated with Programming, Engagement, Collections and Operations.
General	• Establish relationships with internal and external stakeholders. • Actively participate in relevant industry groups and state bodies to support planning for service provision. • Attend relevant forums, meetings and training to ensure skills are relevant and maintained. • Make informed recommendations on current and emerging trends and opportunities. • Other duties as directed within the skills and capabilities of a position at this level.

Key Working Relationships

Direct Reports:	Library Officer (159)
Internal:	All Council staff
External:	Members of the public, Community groups and organisations, Suppliers, State Library of Victoria, Public Libraries Victoria, State Government agencies and departments.
Reports To:	Team Leader Library Operations

Required Experience and Skills

Qualifications and Experience	• Certificate in an ALIA accredited library qualification or relevant experience. • Excellent Microsoft 365 skills. • Experience in supervision of staff. • Experience in producing and managing rosters. • Excellent customer service, troubleshooting and digital literacy skills. • Ability to take initiative, demonstrate flexibility and a commitment to developing your own skills and knowledge. • Strong interest in lifelong learning and literacy (traditional and non-traditional). • Ability to work as a team member and contribute to a team orientated environment.
Management Skills	• Requires skills in managing time, setting priorities, planning and organising their own work, and the work of others, to achieve specific and set objectives in the most efficient way possible with the resources available and within a set timetable. • Understanding of, and ability to implement, personnel practices including Equal Employment Opportunity and Occupational Health and Safety (OH&S), and to contribute to staff induction, training and management of team performance.
Interpersonal Skills	• Gain cooperation and assistance from members of the public, clients and other staff, in the administration of well-defined activities and in the supervision of staff where appropriate. • Written communication skills to write reports and/or prepare external correspondence where required.
Specialist Knowledge and Skills	• Requires an understanding of the relevant technology, procedures and processes used within the library service. • Requires an understanding of the role and function of more senior staff to whom they

	provide support, and an understanding of the long-term goals of the library unit, and appreciation of the goals of the wider organisation. • Requires an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
Accountability and Authority	• Supervises resources and staff and provides advice to members of the public and others in the day-to-day operation of the Library branch. • Freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff, and a regular reporting mechanism to ensure adherence to plans. • The quality of decisions and actions taken will often have an impact on the performance of staff being supported.
Judgement and Decision Making	• The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives. • The work may involve solving problems, using procedures and guidelines and the application of professional knowledge or experience. Problems are occasionally of a complex or technical nature, with solutions sometimes not previously encountered. Some creativity or originality may be required. • Guidance and advice would usually be available within the time required to make a choice.
Other Requirements Licences and Accreditations, Background Checks	• ALIA accredited library and information qualification • Current Victorian drivers licence. • Working with Children's Check. • Eligible for membership with the Australian Library and Information Association • First Aid (Desirable) • CPR (Desirable)

What We Are All Responsible For:	
Safe Work Practices	• Promote and model safe work practices in line with OHS legislation, Council policies, and procedures. • Identify and report incidents, near misses and behaviours that may compromise workplace safety.
Risk Management	• Identify and assess risks, implement appropriate controls, and support continuous improvement through proactive risk management. • Fulfil responsibilities under Council's Risk Management and Business Continuity frameworks.
Culture and Conduct	• Foster a culture of continuous improvement, customer focus, and accountability to support Council's commitment to providing fair, inclusive, and high-quality service delivery. • Promote integrity, equity, accountability and positive working relationships. • Support colleagues (and self) to achieve team goals and corporate performance indicators. • Act in accordance with the Employee Code of Conduct, Council policies, and all relevant legislation, including but not limited to Declarations of Conflict of Interest, Prevention of Fraud and Corruption, Child Safety, Gender Equality, Equal Opportunity, Prevention of Bullying, Harassment and Sexual Harassment, Record Keeping, and Occupational Health and Safety. • Participate in professional development activities and performance review processes. • Undertake any duties as reasonably directed within the skills and abilities of a position at this level.
Gender Equity and Inclusion	• Demonstrate commitment to gender equality, diversity, inclusion, and wellbeing. • Support a workplace that values lived experience and enables all people to thrive. • Participate in Gender Impact Assessments as required and promote inclusive practices in daily work.
Safeguarding Children and Young People	• Uphold Council's commitment to child safety and the Child Safe Standards under the *Child Wellbeing and Safety Act 2005*. • Model zero tolerance for child abuse and harm in all aspects of your role.
Emergency Management Planning	• Contribute to emergency management activities by mutual agreement. Note, this may require after hours work to be undertaken.
Delegations and Authorisations	• Exercise delegations in accordance with the relevant legislation or regulations, functional responsibility and allocated budget. • Authorised officers must act in accordance with their instrument of appointment and carry out functions under the relevant legislation, regulation or local laws.
Additional People Leader Responsibilities	• Provide effective leadership, utilising communication frameworks, coaching and mentoring to monitor and achieve business unit goals, corporate performance indicators and set objectives.

	• Support staff development, performance management and oversee recruitment and training within business unit, ensuring staff compliance with technical, organisational and governance requirements. • Ensure that staff understand their delegations and authorised duties and that staff that have the skills, experience and/or the appropriate or approved qualifications to undertake authorised tasks. • Adhere to governance protocols, corporate reporting obligations and integrity requirements. • Exercise due diligence in identifying potential instances of fraud, theft, corruption, or misconduct. Demonstrate and uphold Council's zero-tolerance stance on such behaviours.

Capabilities Levels Required

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". Below is the full list of capabilities, behavioural indicators and the level required for this position. The capabilities in bold are the focus capabilities for this position. The focus capabilities for the position must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	**Capability Name**	**Level**
 **Personal attributes**	Manage Self	Adept
	Display Resilience and Adaptability	**Intermediate**
	Act with Integrity	Intermediate
	Demonstrate Accountability	Adept
 **Relationships**	Communicate and Engage	Intermediate
	Community and Customer Focus	Adept
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
 **Results**	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	**Intermediate**
	Create and Innovate	Adept
	Deliver Results	Adept
 **Resources**	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Foundational
	Procurement and Contracts	Adept
 **Workforce Leadership**	Manage and Develop People	**Intermediate**
	Inspire Direction and Purpose	Foundational
	Optimise Workforce Contribution	Foundational
	Lead and Manage Change	Foundational

Key Selection Criteria

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