



Position Description

Title:	Adult Library Officer - Serials
Position No:	F66024
Classification:	Band 4
Status:	Temporary, part time – 5 October 2020 to 22 October 2021
Hours:	52.5 hours per fortnight. Hours include one evening shift per week and an additional Saturday and Sunday shift in each 8-week cycle.
Division:	Community
Department:	Recreation and Libraries
Location:	Darebin
Enquiries:	Jacinta Cleary (Ph: 8470 8255)

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to live

About Darebin

Located in the northern suburbs of Melbourne, covering an area of around 53 square kilometres of land and encompassing the areas of Bundoora, Kingsbury and Macleod, Fairfield and Alphington, Northcote, Preston, Reservoir, Coburg and Thornbury, the City of Darebin has a population of 161,609 (2018 ERP). The city has one of the largest populations of Aboriginal and Torres Strait Islander residents in metropolitan Melbourne and is home to one of the largest, most diverse communities anywhere in the State in terms of cultures (close to 33 per cent were born overseas), language (138 languages are spoken), religions, gender, age, abilities, socio-economic background, employment status, occupation, and housing needs. One in five Darebin residents is affected by a disability, and almost one-third of these residents require assistance with daily living. About 6 per cent of the population 16 years and over, identify as bisexual, gay or lesbian.

Council has a clear commitment to equity, diversity and inclusion in all that it does. We acknowledge the role that a workforce reflective of the community plays in delivering services and programs; we recognise that in order to meet the needs of the diverse community we serve, we need a diverse workforce with special knowledge and skills. This means that a high quality workforce, skilled in diversity, equity and inclusion principles and practice, is central for Council to deliver responsive, accessible, equitable and inclusive services across the municipality.

We are an Equal Opportunity Employer and do not discriminate in our selection and employment practices on the basis of race, colour, religion, sex, national origin, political affiliation, sexual orientation, gender identity, marital status, disability, genetic information, age, membership in an employee organisation, or other non-merit factors. We are committed to providing a safe working environment that embraces and values child safety, and thorough 'Safety Screening' processes apply. For all other information regarding the City of Darebin, including our Profile, our Diverse Community, our Values, the Council Plan 2017-2021, Equal Opportunity Employment, Disability Access and Inclusion, the Victorian Charter of Human Rights, and Risk Management, visit our website: www.darebin.vic.gov.au

Our Values

We are Collaborative

We are united by a common purpose to serve the community. We work together, connecting within our teams and across the organisation. We are inclusive and collaborative.
We are one.

We have Integrity

We act with integrity and transparency in conversations and decision-making. Through open and clear communication, we build trust. We're honest.
We walk the talk.

We are Accountable

We are empowered to own and take responsibility for our actions. We follow through on our commitments and deliver on our promises.
We make it happen.

We show Respect

We are diverse, inclusive, respectful and caring. We encourage everyone to have a voice and we listen to each other. We recognise one another's contributions and treat people fairly.
We look after each other.

We are Creative

We are bold, courageous and innovative. We try new things, experiment and continuously improve. We are open-minded, creative and forward-thinking.
We are leaders.

We Make a Difference

We are driven by our desire to make a difference for the people we serve. Our work is purposeful and creates a positive impact for the community. We are proud to work here.
Our work matters.

Occupational Health & Safety

To achieve our desired outcome, you will:

- Comply with the Occupational Health and Safety Act, related Regulations and defined OH&S policies, procedures, safety rules and Safe Working Procedures and implement and monitor the organisation's OH&S policies, procedures, safety rules and programs in the relevant work area to achieve and maintain OH&S standards.
- Monitor health and safety performance and rehabilitation performance within your area of responsibility and initiate actions to improve health and safety, including facilitating rehabilitation of injured workers.
- Review any health and safety related reports and take appropriate action to resolve safety issues.
- Ensure consultation with employee health and safety representatives, particularly on any workplace changes that have health and safety implications.
- Actively monitor the workplace to determine presence of hazards and take appropriate action to rectify any hazards found.
- Ensure all employees understand their legal obligation under the OH&S Act and that they receive regular training to perform jobs safely.

Sustainability

Council plays a crucial role in contributing to and promoting environmental sustainability both within Council operations and across the municipality by minimising its impacts, leading by example and delivering services and environmental programs. Council has committed to a number of environmental targets, including a carbon neutral target for Council operations by 2020, improved water quality and sustainable water use and waste minimisation and resource recovery. To achieve our desired outcome, you will:

- Maintain an awareness of resource use in your role and minimise this and seek environmentally preferable options wherever possible
- Carry out your role in line with Council's Environment Policy and the Environmental Purchasing Code
- Review work practices to identify where changes to practices or technology can improve environmental performance including the provision of services to the community and opportunities to increase environmental awareness

Excellence in Governance

Employees of Darebin City Council (Darebin) are expected to read and understand the Excellence in Governance Policy and to conduct themselves ethically, professionally and in accordance with Darebin's statutory obligations. Employees are also expected to treat others fairly and courteously while being respectful of alternative views and opinions. Darebin is an equal opportunity employer and does not tolerate discrimination, bullying or harassment in any form.

Employees are prohibited from disclosing any confidential information they may acquire during their employment, or using such information for any purpose other than for the purposes of Darebin. Further, employees shall not use such information improperly to cause harm or detriment to other staff, people, body or the Council.

Employees shall not engage in any outside employment or activities that impact on their primary employment at Darebin. Employees shall also ensure that any outside employment or activities do not create a conflict of interest and/or duty with their role at Darebin. Where it is unclear whether a conflict of

interest may exist, the employee should seek direction from their Direct Manager. Any actual or perceived conflict of interest must be disclosed prior to business dealings or immediately the conflict is apparent. This includes any possible direct or indirect pecuniary interest with a potential external tenderer in respect of goods, services or works tendered by Council.

Employees shall take responsibility for their actions when carrying out duties for Council and protect public resources and assets.

Employees must not make a statement made on behalf of the Council to the media or public unless authorised to do so by the Chief Executive.

Employees shall not discuss departmental business or staff matters with Councillors. If a Councillor requests such information from an employee, the request should be referred to the employee's Manager in the first instance.

As a condition of employment the successful candidate is expected to sign the Excellence in Governance at Darebin Declaration confirming that they have read and understood and agree to act in accordance with the Excellence in Governance at Darebin Policy.

Position Objectives:

To provide and deliver high quality customer service to the Darebin community and support customers and employees through the delivery of collections - with a focus on serials, programs and services to adults.

Reporting Relationships:

This Position Reports To:
Team Leader Adult

Position Reporting To This Position:
No direct reports

Internal Relationships:
All employees across Council

External Relationships:
Darebin Libraries' customers, community groups, library service providers, suppliers and professionals

Key Responsibilities and Duties:

1. Collections and Programs

Contribute to the implementation of collection development and management strategies and plans through the high quality performance of the following activities:

- Maintain and review library subscriptions for physical and digital magazines and newspapers
- Evaluate and maintain existing collections and investigate new titles for purchase.
- Initiate renewal processes and obtain quotations to ensure that subscriptions are renewed prior to expiration.
- Ensure that all physical titles are distributed and available in branch in the agreed timeframe.
- Ensure serials holdings are accurate and up to date in library catalogue
- Financial administration of magazines and newspapers, including raising purchase orders, tracking and monitoring costs within the allocated budget and guidelines, and validating invoices.
- Liaise with suppliers to ensure a shared understanding of requirements and provide feedback on service delivery.

Contribute to the delivery of marketing strategies and activities designed to promote Darebin Libraries to the community via a variety of forms including websites and social media.

Support Team Leaders in the development, implementation and review of policies, procedures and processes to provide timely, diverse and relevant collections and services to meet the needs of Darebin Libraries customers.

Provide reports on supplier performance as requested.

Participate in the development and delivery of activities and programs to support the library as a place for reading, learning and community.

2. Customer Service

Perform a range of library operations that support customers in a self-service environment incorporating knowledge of services and resources with circulation, collection maintenance duties, reader advice and support.

Undertake daily rostered customer service shifts and associated tasks including service preparation, shelving, shelf tidying/reading and daily maintenance tasks.

Effectively implement Darebin Libraries customer service policies and procedures.

Collaborate with teams across Council to support the implementation of strategies and plans ensuring the specific needs and expectations of customers are met.

3. Continuous Improvement

Contribute to the continuous improvement and development of Darebin Libraries by participating in the following activities as required:

- ensure the integrity of relevant systems and data
- staff communication forums
- training programs
- team meetings
- meetings with your supervisor
- professional networks, seminars/workshops

It is the responsibility of all employees to ensure their work practices reflect the appropriate risk management and OH&S principles and policies.

Undertake other duties as directed within the skills and capabilities of a position at this level.

Accountability and Extent of Authority:

The position is accountable to the Team Leader Adult for the carrying out of assigned duties and responsibilities and is responsible for:

- participating in the day-to-day operations and activities of the Adult Team
- fostering and promoting customer focus and commitment
- applying Darebin Libraries' policies, procedures and standards
- providing continuous improvement feedback to management
- ensuring Team Leaders are informed of key customer service situations and incidents
- ensuring the Team Leader Adult is informed and, where appropriate, authorises both internal and external activities, expenditure and communications

Judgement and Decision Making:

The incumbent performs key responsibilities and activities relating to operational areas under the direction of the Team Leader. Within established guidelines, this position is responsible for resolving a variety of day-to-day problems in relation to:

- subscriptions
- processing and distribution of magazines
- maintenance of digital resources
- promotion and display of both physical and digital resources
- memberships

- overdues and fines
- customer technology issues
- service preparation and closure
- issuing and returning library resources

The incumbent is expected to investigate, identify and solve problems using available policies, procedures and standards drawing on past experience, escalating issues to a Team Leader where appropriate.

Guidance and advice are always available from the Team Leader, other Team Leaders and Coordinators when making complex decisions to meet the objectives or key responsibilities of the position.

Specialist Skills and Knowledge:

- Experience in and/or knowledge of customer service, primarily in the public library, retail and or hospitality environment
- Experience with online environments including social media and blogs, and devices such as tablets and smartphones
- Well-developed administrative and organisational skills
- Excellent computer skills and knowledge, including knowledge of technology, equipment, procedures and practices used within an office environment
- Knowledge and understanding of purchase order and invoice approval procedures, accounting principles and document management systems
- Bi-lingual skills an advantage

Management Skills:

- Managing time, setting priorities, planning and organising one's own work
- Work cooperatively in a team environment
- Effectively deal with customer enquiries and complaints in a positive and customer-focused manner
- Follow clear objectives and workflows, meeting agreed performance objectives and standards
- Flexibility in meeting the operational requirements of Darebin Libraries and delivering quality customer service to the Darebin community

Inherent Requirements of the Position:

Repetitive or Sustained Forces

- Squatting, kneeling, crawling
- Working with one or both hands above shoulder height
- Reaching forwards or sideways more than 30cm from the body
- Twisting, turning, grabbing, picking or wringing actions with the fingers, hands or arms

Long Duration and High Force

- Exerting force with one hand or one side of the body
- Pushing or pulling objects that are hard to move or to stop (for example, a trolley)

Other Relevant Information:

In accordance with the Australian Fair Work Act 2009, protection from unfair dismissal is subject to a minimum six month period of employment.

The successful candidate will be required to provide proof of Australian Citizenship or residency status, (including at least a birth certificate or passport), **and** proof of identity, (Medicare card and/or current driver's licence).

This position requires a Health Declaration and/or Functional Capacity Assessment prior to an offer of employment being made.

This position requires a satisfactory Police Check result prior to an offer of employment being made.

This position requires a Working with Children Card.

A Zero Blood Alcohol Level is required at all times.

The Council issued uniform and protective clothing must be worn in this position.

The successful applicant will be provided with all relevant tools and equipment to undertake the inherent requirements of the role. All tools and equipment must be returned to the direct Manager upon cessation of the role.

Darebin City Council is an equal opportunity employer committed to providing a safe working environment that embraces and values child safety, diversity, and inclusion. We encourage applications from Aboriginal or Torres Strait Island people, people with disabilities and culturally and linguistically diverse backgrounds. If you require support or advice with your application, contact the People and Development team on 8470 8204. Reasonable adjustments can be negotiated.

Darebin City Council is a smoke free work place.

Agreement to work from any of the Darebin Libraries branches as rostered and requested by management.

Agreement to work one evening shift per week and a minimum of one rostered Saturday and Sunday shift in each 8-week cycle.

Canvassing of Councillors and Council Officers:

Canvassing of Councillors and Council Officers, either directly or indirectly that may influence the outcomes of this application may be deemed a disqualification.

Enquiries regarding the position however, can be directed to the nominated contact officer named in this Position Description.

Qualifications, Certificates, Licences, and/or Experience:

A Diploma in Library and Information Studies or equivalent **or** less formal qualifications with relevant experience in library, retail or hospitality sectors

A current Working with Children Card is essential

A current Victorian Driver's Licence is desirable

Key Selection Criteria:

1. A Diploma in Library and Information Studies or equivalent and/or less formal qualifications with relevant work skills or experience.
2. Experience in delivering excellent customer service, primarily in the library, retail or hospitality sectors
3. Demonstrated experience in library serials and subscription management including a focus on customer access
4. Demonstrated participation in the provision of educational/learning activities in a public library or community setting.
5. Proficiency and experience with online environments including using devices such as desktop computers, laptops, tablets and smartphones

Interpersonal Skills/ Personal Attributes:

6. Ability to build and maintain effective relationships and networks in a community setting, incorporating empathy and cultural awareness
 7. Ability to work cooperatively in a team environment.
 8. Well-developed verbal and written communication skills.
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Inherent Physical Requirement

Position Number & Title: F66024 Adult Library Officer – Serials				
Work Area: Libraries				
<p>Summary Tasks: <i>Repetitive or Sustained Forces</i> - Squatting, kneeling, crawling; Working with one or both hands above shoulder height; Reaching forwards or sideways more than 30 cm from the body; Twisting, turning, grabbing, picking or wringing actions with the fingers, hands or arms</p> <p><i>Long Duration</i> - Exerting force with one hand or one side of the body</p> <p><i>High Force</i> - Pushing or pulling objects that are hard to move or to stop (for example, a trolley)</p>				
Physical demands of the task and % of time allocated	Rarely 1-10%	Occasional 11-33%	Frequent 34-66%	Constant 67-100%
Sitting			X	
Standing			X	
Walking			X	
Steps/ stairs		X		
Squatting		X		
Kneeling		X		
Looking Up		X		
Looking Down			X	
Bending spine forwards			X	
Twisting spine to side e.g. during meetings to view team members		X		
Bending spine backwards		X		
Working with one or both hands above shoulder height		X		
Reaching forwards or sideways > 30cm from the body			X	
Gripping or grabbing			X	
Fine hand coordination e.g. for computer keying			X	
Lifting floor-waist		X		
Lifting at waist height			X	
Lifting waist overhead		X		
Carrying			X	
Pushing e.g of trolleys			X	
Pulling e.g. of trolleys			X	
Exerting force with one hand or one side of body e.g. when hole punching / stapling			X	
Exerting force in an awkward posture		X		
Holding, supporting or straining		X		
Other				