

Gladstone Regional Council

Position Description

Position Title	Library Trainee		
Position No/s	11674		
Business Unit	Community & Lifestyle		
Group	Regional Libraries		
Work Location	Gladstone Library		
Position Status	Maximum Term Full Time		
Classification Level	TRA		
Employment Conditions	Gladstone Regional Council Certified Agreement		
Award	Order – Apprentices and Trainee Wages and Conditions (Excluding Certain Queensland Government Entities) 2003 Training Wage Award – State 2012		
Reporting Line	Manager Regional Libraries	Position No.	10172
Appointments Under Legislation	Not Applicable		

PART A

POSITION PURPOSE

The purpose of this position is to complete a Certificate III Library and Information Services and acquire skills, experience and knowledge via on-the-job training to support successful completion.

POSITION RESPONSIBILITIES AND KEY ACCOUNTABILITIES

- Undertake all on-the-job and off-the-job training requirements necessary to successfully complete the qualification.
- Provide basic administration assistance to teams.
- Process weekly, monthly and ad hoc reports as required.
- Respond to customer queries, provide courteous customer service (in person, via email or by telephone) and redirect enquiries to other officers as appropriate.
- Monitor mailboxes and delegate to the appropriate Officer for actioning.
- Provide information to customers and staff as requested while maintaining confidentiality and privacy principles.
- Contribute knowledge and information to the ongoing improvement of work procedures.
- Comply with and apply section practices and procedures in the performance of duties.

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KEY INTERNAL AND EXTERNAL RELATIONSHIPS

These relationships are important for understanding the nature of the interpersonal skills required to successfully perform the role.

- Manager Regional Libraries
- Members of the public.
- Other employees.
- Local businesses.
- Registered Training Organisations.

ESSENTIAL REQUIREMENTS

1. Sound English literacy (written and verbal) and basic numeracy skills sufficient to be able to complete job training.
2. Basic problem solving, interpersonal and communication skills to effectively liaise with customers and employees.
3. Basic keyboard and typing skills and experience using the internet, together with the aptitude to develop skills in using relevant Microsoft Office Suite and corporate business systems.
4. Ability to be organised and able to methodically follow step-by-step processes and procedures.
5. Ability to develop sound customer service skills to address customer enquiries effectively and efficiently prior to escalating to supervisor.
6. Must be eligible and willing to obtain on appointment, a positive notice Working with Children Blue Card.
7. Legally able to drive a motor vehicle in Queensland.

DESIRABLE QUALIFICATIONS AND EXPERIENCE

1. Previous local government experience.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

This position is an indoor role and requires prolonged periods of sitting at a desk and operating a computer and telephone. The employee may be required to carry out some low-level physical tasks which may include manual handling, bending, kneeling, twisting, squatting and lifting.

SUPERVISORY CONTROL AND EXTENT OF AUTHORITY

- This position works under direct supervision.

PART B

KEY PERFORMANCE STANDARDS AND EXPECTATIONS

- Develop, communicate, promote and inspire others to share ownership of and contribute to Council's vision and strategic goals.
- Role model Council's values; maintain confidentiality and act in accordance with Council's Code of Conduct.
- Represent the business by promoting a positive image, ensuring customer-focused, efficient and safe service delivery.
- Seek regular feedback and self-assess personal/professional strengths and weaknesses for development and to pursue professional growth.
- Act with care, attention and due diligence to exercise decision making in accordance with delegations and instruments of authority.
- Comply with and apply relevant legislation in the performance of duties ensuring directions and work undertaken is lawful.
- Maintain awareness and take responsibility for identifying and managing risks associated with performance of duties and escalate risks where required.
- Acquire and maintain current knowledge of the requirements and functions of employees and Council under the *Local Government Act 2009*.
- Remain abreast of statutory requirements of the *Work Health and Safety Act and Regulations 2011*, *Anti-Discrimination Act 1991*, *Information Privacy Act 2009* and *Right to Information Act 2009* and any other state and federal legislation delegated to Council.
- Understand and apply environmental standards, policies and procedures and take all reasonable and practicable measures to minimise harm to the environment including identification and reporting of environmental incidents.
- Ensure you and your colleagues comply with the *Work Health and Safety Act 2011*, policies, procedures and advices with a particular emphasis on risks and duties of workers as well as seeking appropriate on the job training.
- Report workplace health and safety concerns, breaches or incidents to your supervisor or log all incidents into Council's safety system.
- Actively promote identification and correction of hazards and risks including timely investigation and completion of incident investigations.

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ACKNOWLEDGEMENT

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Performance standards and expectations relating to this position will be detailed in relevant performance and review plans.

POSITION APPROVAL

Approved by:	General Manager Community & Lifestyle
Revised Date:	June 2026