



JOB DESCRIPTION

POSITION NAME	Senior Library Services Officer – Wollongong City Libraries
DIVISION	Library and Community Services
SUPERVISOR'S TITLE	Service Team Leader

FUNCTION & PURPOSE

Wollongong City Libraries (WCL) is a dynamic service of Wollongong City Council. It plays a core role in delivering on Council's commitment to creating a community that is informed, engaged, creative and connected. WCL engages with and meets the needs of our diverse community across multiple locations to facilitate reading, lifelong learning, creativity and inclusion.

This role supports the creation of an Extraordinary Wollongong by contributing to the design and delivery of high-quality programs and services across WCL locations and functional areas. This includes direct customer service and could include one or more of the following: local studies; home library services; volunteer programs; digital services; collections; adult, children's and youth programs; service quality and development; programs and services for members of our culturally and linguistically diverse community and Aboriginal and Torres Strait Islander peoples.

This position is responsible for implementing Library policies and procedures and promoting diversity, inclusion and belonging for all library customers. It plays a senior role within the relevant team, assisting the Service Team Leader and assuming team leadership during their short-term absences as required. This position works collaboratively, builds networks and relationships across all teams and sites and works proactively to develop and deliver service outcomes with partners and stakeholders in the community.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Contribute to Council's Purpose, act in accordance with organisational values and deliver on 'our promise' to the community.
2. Provide excellent customer service to community members.
3. Contribute to the continuous improvement of work practices and participate actively in personal, professional development and service development processes.
4. Implement actions related to the achievement of WCL objectives and business plans.
5. Support senior staff in the functional area to achieve service outcomes, including organising staffing of service points and supporting team development and learning (inducting and training staff, volunteers and students)
6. Develop, implement, review and improve operational processes and procedures.
7. Contribute to the design, delivery, review and improvement of programs and events across WCL teams, libraries and in outreach settings.

8. Contribute to the promotion of library programs, events and services.
9. Assist staff and customers to utilise technologies, systems and applications and support their learning and skills development
10. Work across all libraries and perform other duties as required, including weekend and evening shifts.

WHS Responsibilities

1. Follow WHS policies and procedures and not, intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare under WHS legislation;
2. Identify, and report hazards and any unsafe acts;
3. Apply WHS policies and procedures to self and others to take reasonable care for the health and safety of people who are at the employee's place of work who may be affected by the employees acts or omissions at work;
4. Complete required WHS documentation relevant to the work activity performed at Council;
5. Co-operate with employer to enable compliance with any reasonable request relating to WHS;
6. Participate in the consultative process on WHS matters;
7. Participate in risk assessments activities relating to the work activity performed at Council;
8. Take notice of information and participate with WHS training provided.

WORKING RELATIONSHIPS

INTERNAL

- Wollongong City Libraries Manager
- Library Management Team
- Library & Community Services staff
- Council staff
- Volunteers

EXTERNAL

- Members of the public
- Local organisations and community groups
- Other library services

PERSON SPECIFICATION - THIS IS NOT THE SELECTION CRITERIA

1. Hold a relevant diploma or higher-level qualification.
2. Ability to demonstrate Council's values of Respect, Integrity, OneTeam, Sustainability and Courage.
3. Well-developed written and verbal communication skills.
4. Knowledge and experience working in customer service, and one or more of the following: local studies, cataloguing, collections, digital engagement, community outreach, or programs and events.
5. Excellent interpersonal skills that foster effective teamwork and positive working relationships with a diverse range of stakeholders, including the ability to collaborate with staff across all of Council.
6. Experience in cash handling and reconciliation.
7. Ability to work with relevant IT systems and applications, assist customers and engage with emerging technologies.
8. Demonstrated ability to adapt to a changing work environment and a commitment to implementing change in the workplace.



9. Demonstrated commitment to service excellence and ability to motivate and train staff and volunteers to deliver high-quality library services and programs.
10. Demonstrated ability to plan and prioritise work and meet deadlines.
11. Commitment to implementing and supporting the implementation by other staff of WCL policies regarding Work Health and Safety, Equal Employment Opportunity, inclusion and diversity, reconciliation and social justice.
12. Must hold a valid Working with Children Check.