

Position Description



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to live

Title:	Systems Innovation Officer
Position No:	F66008
Classification:	Band 5
Status:	Permanent, Full-time
Hours:	35 hours per week, 9 day 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:	Fiona Rosselli (Ph: 8470 8953)

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 investigate, evaluate and deliver improvements to Darebin Libraries technology, systems, processes and services.

The focus of the position is to initiate and drive library systems innovation by collaborating, fostering change and continuous improvement to ensure Darebin Libraries continues to make library services accessible to the community and meet the changing needs of library customers and employees.

Reporting Relationships:

This position reports to:
Team Leader Library Information Systems and Technology

Position reporting to this position:
No direct reports

Internal Relationships:
Darebin Libraries' staff
Darebin Council staff

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

Key Responsibilities and Duties:

1. Customer Service

- Demonstrate leadership in the delivery of frontline customer service.
- Perform a range of library operations that support customers in a self-serve environment incorporating knowledge of resources with circulation and collection management duties.
- Undertake daily rostered customer service shifts and associated tasks including service preparation, shelving, shelf tidying/reading and stock maintenance.
- Collaborate with teams across the organisation to ensure the specific needs and expectations of customers are met.
- Effectively implement Darebin Libraries' customer service policies and procedures.
- Ensure changes and improvements to service delivery are communicated to customers and employees in a timely and effective manner.
- Action and respond to IT customer service issues, improvements and ideas raised by employees or customers within established guidelines and timeframes.

2. Business Analysis

- Inspire and inform employees and customers by promoting enhancements through the adoption of technology, systems and processes which support the efficient and/or innovative provision of information, literacy, technology, welcoming spaces and lifelong learning.

- Map and document existing and potential future Darebin Libraries' key systems and processes, working with teams to understand their technical and business requirements and needs while identifying opportunities for improvement, efficiencies and change.
- Liaise and collaborate with relevant stakeholders to understand required business needs and, where possible, drive the requisite process and/or system changes.
- Deliver enhanced solutions within budget, time and scope parameters to ensure technology and systems are accessible to the community and meet the changing and diverse needs of library customers.
- Lead or support the delivery of IT projects in accordance with the Darebin Libraries Strategy and Library Technology Action Plan.
- As part of the Library Information Technology Team, participate in the strategic and budgetary planning processes advising any future requirements or opportunities.
- Maintain an awareness of current technology and innovation issues, solutions and trends in the provision of public library services through participation in professional learning, attendance at events, training courses, reading and relationships.
- Establish and maintain strong collaborative relationships with key stakeholders and suppliers.

3. Systems Management

- As a member of the Library Information Technology Team, troubleshoot both hardware and software issues as required, providing first and second level ICT support.
- Contribute to the planning and implementation of upgrades to software/hardware to minimise downtime of IT systems, workflows and customer service delivery.
- Evaluate system upgrades, understanding potential benefits to the community and employees while also assessing any associated risks or required changes to processes and make recommendations.
- Lead system upgrades and liaise with relevant stakeholders and suppliers to ensure systems are current and business as usual is maintained.
- Develop a change management process and implementation roadmap.
- Create and maintain 'User Acceptance Testing' checklists for all systems and applications to ensure the change will deliver the desired outcome.
- Document and communicate changes and enhancements as required.
- Develop end-user documentation, training guides and deliver workshops as required.
- Develop and maintain a high level of knowledge about the Darebin Libraries' customer facing systems, digital resources and services.

4. Continuous Improvement

- Contribute to the planning and achievement of Darebin Libraries objectives through:
 - project management of system upgrades and associated change management processes
 - cultivating a change culture that enables employees to respond to changing business requirements in an agile manner
 - encouraging and nurturing innovative thinking across all Darebin Libraries' teams
 - attending staff communication forums, meetings and training
 - actively participating in team meetings and meetings with your team leader, and
 - participating in professional networks where appropriate and relevant.
- It is the responsibility of all employees to ensure their work practices reflect the appropriate risk management and OH&S principles and policies.
- Understand Council's Safeguarding Children Policy and reportable conduct scheme. Participate in training, development and implementation of the policy and child safe standards and practices.
- Undertake other duties as directed within the skills and abilities of a position at this level.

Accountability and Extent of Authority:

This position is accountable to the Team Leader Library Information Systems and Technology to undertake assigned duties and responsibilities. The position is required to work in a collegiate way with library employees, service providers and suppliers to ensure the delivery and evaluation of technology, systems and services to customers. This position is responsible for:

- fostering and promoting customer focus and commitment
- showing initiative as an effective and flexible team member to achieve the vision and goals
- providing continuous improvement feedback
- applying Darebin Libraries' policies, procedures and standards
- ensuring Team Leaders are informed of key customer service situations and incidents
- ensuring the Team Leader Library Information Technology, where appropriate, authorises all internal and external activities, communications and expenditure.

Judgement and Decision Making:

This position is expected to operate autonomously, problem solve and make decisions in accordance with established guidelines and protocols relating to the effective delivery of Information Systems and Technology Team actions and customer service. It is expected the position will resolve problems within Darebin Libraries' guidelines, drawing on experience and/or referring to the Team Leader Library Information Systems and Technology where appropriate.

- Guidance and advice are always available from the Team Leader Library Information Systems and Technology, 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 the provision of information systems and technology services and new and emerging technologies in relation to library services and library technology infrastructure.
- Strong understanding and/or experience in use and support of library technology systems including library management systems.
- Demonstrated experience in planning, developing and implementing information systems and technology solutions, preferably within a public environment for both customers and employees.
- Experience in and knowledge of customer service.
- Excellent skills and knowledge in Microsoft Windows desktop operating systems and Microsoft Office products.
- Problem solving and research skills.
- Experience in providing training and developing training material is essential.
- Strong collaboration and team building skills to gain cooperation and support of team members to achieve goals.
- Bilingual skills are an advantage.

Management Skills:

- Ability to operate in a dynamic environment
- Excellent organisational and time management skills to manage conflicting priorities.
- Well-developed project and budget management skills.
- Inform and present to Library Management Team, Team Leaders and the wider library team on best practice and emerging technology.
- Collaborate with colleagues to train and support employees and customers to be proficient in the range of library and consumer technology products.

- Ability to act as an officer in charge of the library when required.
- Adhere to and promote corporate policies and practices including Equal Employment Opportunity, Occupational Health and Safety, Recruitment and Selection and Learn, Develop and Study.
- Other duties as specified by Team Leader.

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:

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.

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. *(delete if not applicable)*

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.

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 tertiary qualification in Library or Information Management or Information Systems and Technology (or related discipline) or equivalent experience is desirable.

A current Working with Children Card is essential.

A current Victorian Driver's Licence is desirable.

Key Selection Criteria:

(All numbered Key Selection Criteria and Interpersonal Skills must be addressed in response to an advertised vacancy. Please note: Applications that do not address the Key Selection Criteria will not be considered.)

1. A tertiary qualification in Library or Information Management or Information Systems and Technology (or related discipline) or equivalent experience is desirable.
2. Proven experience in the use of library management systems and other library related technology systems.
3. Project management experience to deliver innovative technology and system solutions.
4. Demonstrated knowledge of and experience in training staff and developing associated materials.
5. Experience of working effectively with a range of internal and external stakeholders including IT service providers and suppliers to develop positive working relationships, including the ability to consult, collaborate, negotiate and compromise towards effective outcomes

Interpersonal Skills/ Personal Attributes:

6. Effective and adaptive problem solving skills, including the ability to adjust priorities, manage time effectively and meet deadlines of complex, technical projects and programs
 7. High level communication skills and proven commitment to excellent customer service.
 8. Ability to work cooperatively in a team environment and to provide team leadership when required.
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Inherent Physical Requirement

Position Number & Title: F66008 Systems Innovation Officer				
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				