



Position Description

Position No:	R2710
Position Title:	Library Officer Programs
Incumbent:	Vacant
Branch:	Libraries & Knowledge Hubs
Department:	Healthy Communities

Employment Conditions

Salary and Entitlements

The salary is based on Band 5 in accordance with Mildura Rural City Council's Enterprise Agreement and Local Government (Long Service Leave) Regulations 2021.

Payment of Wages

Payment will be made fortnightly directly to a banking institute of your choice.

Hours of Work

140 hours within four (4) weeks. Rostered evenings and weekend shifts with RDO every twelve weeks.

Superannuation

In accordance with Superannuation Industries Supervision Act.

Child Safe Organisation

Council is a child safe organisation and as such, applicants may be required to hold a Working with Children Check. Applicants may also be required to undergo a National Criminal History check.

Equal Employment Opportunities (EEO)

Council's policy is to ensure the absence of discrimination in employment.

WorkCover Arrangements

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position. This disclosure must be made prior to employment and the employee must then undertake a medical examination with a Registered Medical Doctor, failure to do this may remove the appointee's entitlement to any future WorkCover compensation.

Organisation Structure and Principles:

Mildura Rural City Council's organisational structure has four functional departments: Corporate Performance, Infrastructure and Assets, Healthy Communities and Strategy and Growth led by General Managers.

All employees have a responsibility to act in accordance with the Code of Conduct and are expected to follow Council Values and Principles of Business Excellence (Appendix 1) in how they go about their duties at Mildura Rural City Council.

1. Organisational Relationships:

- 1.1 Supervisor
 - Library Team Leader Engagement
- 1.2 Direct Reports
 - Nil
- 1.3 Internal
 - Mildura Rural City Council Staff
 - Libraries team
 - Community Care
 - Volunteers
- 1.4 External
 - Customers
 - Community groups and agencies
 - Educational institutions
 - Other library services
 - Library resource suppliers and contractors

2. Position Objectives:

The officer will be responsible for:

- 2.1 To assist in providing an efficient and effective public library service to meet the needs of the community of the Mildura Rural City Council
- 2.2 To plan and deliver inclusive library programs and events at Mildura Library - while fostering community participation and promoting services through outreach and displays
- 2.3 Organise and deliver state-wide programs with a focus on community participation

3. Key Responsibilities and Duties:

3.1 Customer Service

- 3.1.1 Provide customer service, including reference, enquiries, reader advising and development
- 3.2.1 Perform circulation duties including shelving and shelf reading
- 3.2.2 Create and maintain Library membership files

- 3.2.3 Provide library duties at any service point
- 3.2.4 Participate in the promotion of Library Services and programs including radio spots and Library columns
- 3.2.5 Provide technology assistance

3.2 Management

- 3.2.1 Perform higher duties for the Library Team Leader Engagement in their absence
- 3.2.2 Participate as a representative of the Library Service on committees and working groups

3.3 Engagement Services

- 3.3.1 Plan, promote, deliver and evaluate Mildura Library programs for all ages and abilities within the community
- 3.3.2 Organise and deliver and evaluate national and state-wide programs
- 3.3.3 Provide advice and support to Library program staff
- 3.3.4 Secure and coordinate contractors to deliver programs and events at Mildura Library and/or across the Library Service
- 3.3.5 Liaise, engage and work with groups, organisations and individuals within the community
- 3.3.6 Participate in outreach opportunities with community groups and individuals to market and promote Libraries
- 3.3.7 Prepare and coordinate in-house and community displays
- 3.3.8 Update and implement procedures
- 3.3.9 Provide input into continuous improvement in the library engagement services area
- 3.3.10 Contribute to the development and implementation of annual marketing plans

4. Accountability and Extent Of Authority:

- 4.1 The position is accountable for assisting in the provision of library services within policies, procedures and plans.
- 4.2 The position is accountable for the quality, effectiveness, cost and timeliness of work.
- 4.3 The position has the freedom to act, set by clear objectives and budgets, frequent consultation and regular reporting
- 4.4 Be responsible for purchasing card delegated.

5. Judgement and Decision Making:

- 5.1 Guidance and advice is usually available within time to make a choice.
- 5.2 The position makes decisions about information and service provision within Council policies and procedures.
- 5.3 Confidentiality is required at all levels of service within the Mildura Rural City Council

6. Specialist Skills and Knowledge:

- 6.1 Excellent customer service

- 6.2 Experience and demonstrated abilities in the delivery of events and programs for all ages
- 6.3 Experience in reader advising and development
- 6.4 Experience in early years literacy
- 6.5 Experience in the delivery of a public library service
- 6.6 Public speaking and presentation skills
- 6.7 Ability to use computer technology, Office software and the Internet

7. Management Skills:

- 7.1 Ability to manage time, plan and organise own work and set priorities within organisational requirements and deadlines
- 7.2 Ability to make day to day decisions within the scope of the key responsibilities of the position
- 7.3 Ability to supervise staff and implement equal opportunity and occupational health and safety practices
- 7.4 Ability to provide on the job coaching or training as needed.

8. Interpersonal Skills:

- 8.1 Highly developed oral and written communication skills
- 8.2 Highly developed interpersonal skills with staff and persons external to the organisation
- 8.3 Confidence in public speaking and engaging diverse groups
- 8.4 Ability to work in a team environment and gain cooperation and assistance from customers and other team members as needed
- 8.5 Ability to prepare reports and external correspondence as required.

9. Qualifications and Experience:

- 9.1 Degree or diploma in Library Studies and/or relevant skills and experience
- 9.2 Ability to obtain a valid Working With Children Check
- 9.3 Current Australian Drivers Licence
- 9.4 Experience in the provision of programs for all ages
- 9.5 Ability to use technology
- 9.6 Hold a current satisfactory Police Check

10. Physical Requirements:

- 10.1 This position requires the incumbent to be able to undertake tasks that may involve heavy and light lifting, bending, kneeling, squatting, prolonged standing.

11. Occupational Health & Safety Responsibilities:

Employees will:

- 11.1 Take reasonable care of their health and safety
- 11.2 Take reasonable care of the health and safety of persons who may be affected by their acts or omissions in the workplace
- 11.3 Cooperate with their employer with respect to any action taken to comply with the requirement imposed by or under the Act or Regulations
- 11.4 Work in a safe manner and adhere to all safe working procedures and practices
- 11.5 Encouraging others to work in a safe manner
- 11.6 Participate in a consultation process ensuring discussion, sharing and recording of relevant OH&S information
- 11.7 Report of all workplace injuries or incidents to your supervisor and complete the incident/injury report form at the time of the incident
- 11.8 Report or rectify any unsafe acts or conditions that come to their attention
- 11.9 Be responsible for the correct use and maintenance of appropriate safety clothing and personal protective equipment as required
- 11.10 Maintain security of site, plant and equipment
- 11.11 Participate in OH&S training and activities in a positive manner

12. Selection Criteria:

Essential core competencies required:

- 12.1 Degree or diploma in Library Studies and/or relevant skills and experience
- 12.2 Experience in the development and presentation of programs for all ages
- 12.3 Well-developed organisational skills with the ability to manage tasks to meet deadlines
- 12.4 Early Years Literacy and reader advising skills
- 12.5 Excellent communication and interpersonal skills
- 12.6 Excellent customer service skills
- 12.7 Ability to use technology
- 12.8 Hold a current satisfactory Police Check or willing to obtain one prior to employment.
- 12.9 Hold a current First Aid Certificate or willing to obtain one within two months of commencement in the role.
- 12.10 Hold a current satisfactory Working with Children's Check or willing to obtain one prior to commencement.
- 12.11 Current Drivers Licence.

Appendix 1:

Employees of Mildura Rural City Council were involved in the development of a core set of five values to support the Principles of Business Excellence. This position will be following the values and principles in the operation of the Healthy Communities Department.

Mildura Rural City Council's Values

RESPECT

We will be respectful towards others and value differences.

HONESTY

We will be ethical and open.

INTEGRITY

We will be reliable and trustworthy in all that we do.

TRANSPARENCY

We will be objective and fair in our communications and decisions.

ACCOUNTABILITY

We will be consistent and responsible for our actions.

Mildura Rural City Council's "Principles of Excellence"

PRINCIPLE 1: LEADERSHIP

Clear direction and mutually agreed plans enable organisational alignment and a focus on the achievement of goals.

PRINCIPLE 2: CUSTOMERS

Understanding what customers and other stakeholders value, now and in the future, enables organisational direction, strategy and action.

PRINCIPLE 3: SYSTEMS THINKING

All people work in a system. Outcomes are improved when people work on the system and its associated processes.

PRINCIPLE 4: PEOPLE

Engaging people's enthusiasm, resourcefulness and participation improves organisational performance.

PRINCIPLE 5: CONTINUOUS IMPROVEMENT

Innovation and learning influence the agility and responsiveness of the organisation.

PRINCIPLE 6: INFORMATION AND KNOWLEDGE

Effective use of the facts, data and knowledge leads to improved decisions.

PRINCIPLE 7: VARIATION

Variation impacts predictability, profitability and performance.

PRINCIPLE 8: CORPORATE AND SOCIAL RESPONSIBILITY

Sustainable performance is determined by an organisation's ability to deliver value for all stakeholders in an ethically, socially and environmentally responsible manner.

PRINCIPLE 9: SUSTAINABLE RESULTS

Leaders determine the culture and value system of the organisation through their decisions and behaviour.