Hawkesbury City Council

366 George Street (PO Box 146) Windsor NSW 2756 DX 8601 WINDSOR
Phone: (02) 4560 4444 **Facsimile:** (02) 4587 7740 **Email:** council@hawkesbury.nsw.gov.au

Position Description and Performance Agreement

Trainee - Library Assistant

Position No:	SS073LS
Position Classification:	Dependent upon age and level of school qualification (according to the Local Government (State) Award.
Status:	Traineeship - 24 months
Position Revised on:	September 2026
Position Written by:	Customer Services Librarian
Division:	Support Services
Branch:	Cultural Services
Reports to:	Senior Library Officer – Customer Services
Incumbent:	
Start Date:	
Special Conditions:	Subject to working with Children Check Full time –working at Hawkesbury Library Service at Hawkesbury Central Library, Windsor and/or Richmond Branch Library, Richmond, time allocated for study. Driving a Council vehicle for activities and deliveries.

1 POSITION PURPOSE

1.1 This position is indicative of responsibilities and outputs. The role is dynamic. Continuing development, change and enhancement of processes, practices, knowledge, skills and behaviours are highlighted and expected by the Hawkesbury City Council. People and jobs develop over time and this position description is intended to facilitate this, where the incumbent's active involvement in this endeavour is a critical element.

1.2 To assist in the provision of a free accessible public library customer service to the people of the City of the Hawkesbury as well as access for the wider community to a collection of information and recreation resources which will encourage life-long learning, awareness and entertainment.

1.3 Assist with operation of the Library with the objectives of Hawkesbury City Council policies and procedures, with a particular focus on programs and services for children, young people and seniors.

2 KEY ACCOUNTABILITIES

2.1 To work at central and branch libraries and outreach service points to provide high customer service standard to library members, visitors to the library, off-site users and the wider library network.

2.2 To successfully complete coursework for Diploma in Library and Information Services

2.3 To assist in the provision of a wide range of resources; including book, non-book and digital, that are accessible to the local community and meets their educational, recreational and informational needs.

2.4 To assist participate in promotional activities including book sales that will encourage community participation in library services.

2.5 To conduct and deliver programs for children, youth and adults, that encourage community participation in library services.

3 KEY DUTIES AND RESPONSIBILITIES

3.1 Participate in library service points and perform lending duties including operating library circulation module of Library Management System

3.2 Assist with marketing and promotional activities of the library

3.3 Accept payments for transactions as per approved Fees and Charges schedule

3.4 Work as part of a team and support other team members

3.5 To work Collaboratively with colleagues in the Arts and Culture Branch to achieve shared goals

3.6 Respond to phone calls and answer or refer as necessary, as per Council's Customer Service Standards.

3.7 Perform labelling and processing of library resources as required

3.8 Participate in the daily setting up, shelf tidy, shelving, filing duties as required

3.9 Participate in general staff and team meetings and training programs as required

3.10 Assist with library activities such as outreach visits, library programs and events, displays and promotions as required

3.11 Complete Diploma in Library and Information Services

3.12 Assist with receiving and accessioning of library materials as required

3.13 Perform the verification of titles of library materials selected for purchasing as required

3.14 Assist with library stocktake and weeding programs as required

3.15 Assist with the delivery of items to housebound patrons, nursing homes, senior groups and book depots as required

3.16 Complete repairs and maintenance on library materials as required

3.17 Assist with data entry, word processing and preparation of various documents as required

3.18 Participate in relevant projects in accordance with Council's Project Management Framework.

3.19 During periods of natural disasters, emergencies, significant organisational change and other extraordinary circumstances, you may be required under reasonable management direction to undertake alternate responsibilities within other areas of Council in line with your skills, competence and training.

3.20 Other duties as directed by Senior Library Officer – Customer Services, that is within the scope of your skills, competence and training.

4 POSITION CRITERIA

4.1 Essential qualifications and/or licences:

- HSC or equivalent work experience
- Working with Children Check (WWCC)
- Class C Drivers Licence

4.2 Essential experience:

- Ability to work with adults and children in order to deliver diverse programs and services ranging from Storytime groups to nursing home deliveries.
- Computer knowledge and data entry skills
- Customer service experience
- Demonstrated communication skills

4.3 Personal Attributes:

- Ability to work independently and as part of a team

- Accuracy and attention to detail
- Initiative, motivation and enthusiasm
- Time management skills
- Ability to complete a course of study within 24 months by attaining subject goals to set timeframe
- Friendly and approachable manner with customers of all ages and backgrounds

5 CORPORATE VALUES



H ealthy
E fficient
A ccountable
R espectful
T eam focused

6 CORPORATE ACCOUNTABILITIES

6.1

- To ensure compliance with relevant legislation and statutory requirements
- To adhere to relevant delegations and council policies and procedures, including those related to Council's Code of Conduct.
- To understand and respond to the needs of our customers in accordance with Council's Values and Customer Service Charter.
- To identify obsolete and inefficient practices and recommend changes where appropriate.
- Adhere to Council's Enterprise Risk Management Policy and Framework and identify and manage Enterprise and operational risks that fall under your scope of responsibility.

7 WH&S RESPONSIBILITIES

7.1 Hawkesbury City Council is committed to ensuring the health and safety of all who contact our works. Staff Work Health and Safety responsibilities are mandated through the NSW Work Health and Safety Act and the Hawkesbury City Council WHS Policy statement.

Procedural direction is provided by the Work Health Safety and Injury Management (WHS&IM) System which is informed by the International Standard for Occupational Health and Safety. This System provides processes and procedures for workers and visitors to manage health and safety in the workplace.

As an employee of Council, there are certain responsibilities, authorities and accountabilities (RAAs) which are identified as part of the terms and conditions of your employment. These RAAs are supported by the WHS&IM System Element 001 WHS Responsibilities which identifies actions to be taken, and the standards to be achieved.

8 PERFORMANCE AGREEMENT

8.1 I am fully aware of the terms of this position description and I agree to deliver the requirements of the key result areas to the best of my ability. I acknowledge that my performance will be assessed at least annually in accordance with Council's Employee Planning and Review process.

9 ACKNOWLEDGEMENT

9.1 I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that my duties may be varied from time to time, with consultation, to ensure that it remains relevant and up to date.

Hawkesbury City Council

Employee		Date	

Privacy Notice

Council is bound by the provisions of the Privacy and Personal Information Protection Act 1998, in the collection, storage and utilisation of personal information provided in this form. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained and may be available for public access and/or disclosure under various NSW Government legislation.

General Information

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. Employees can therefore expect to undertake other duties to those identified.