

Senior Library Services and Programs Officer – Community IT

Classification: Band 6
Date Reviewed: February 2020
Department: Community Learning and Participation – Libraries **Directorate:** Community Wellbeing Unit
Approved by: Manager Community Learning and Participation

Commitment of Brimbank City Council

All employees at Brimbank City Council are expected to provide the highest standards of work to ensure that Council can achieve its Vision and meet organisational objectives.

Our Vision

Brimbank will be the dynamic centre of Melbourne's West. We will be a proud, diverse and connected community.

Statement of Strategic Intent

Developing Brimbank through enhancing and celebrating the many diverse identities, communities and cultures within Brimbank; creating high quality spaces and places; and providing learning and employment opportunities.

Mission

Brimbank City Council will strive to achieve the community's vision by:

- Meeting the needs of our community and those of future generations in a collaborative and financially responsible manner;
- Enhancing community wellbeing within a strong foundation of social justice;
- Creating an urban environment that is safe, attractive, vibrant and liveable;
- Demonstrating commitment to environmental protection, sustainable development and reducing our ecological footprint;
- Promoting Brimbank as the first choice for new industry, business and development; and
- Delivering best practice services that meet the needs of the diverse and growing Brimbank community.

Our Values

At Brimbank, all our roles in different ways, impact and support the diverse needs of the community we serve. Our values and behaviours demonstrate what is important to us, the Brimbank team. They help build a shared understanding and guide our interactions with each other and the community.

Position Purpose

With a customer first focus this position has a lead role in supporting and developing library systems, developing, delivering staff and community training and supporting our online presence.

The role has a strong emphasis on encouraging and fostering engagement with technology to develop a user focused user experience for Brimbank's diverse community.

This position will work from one of the five library branches undertaking general library duties including direct customer service and when required act as the Rostered Senior Staff member.

Hours worked may be allocated across the service and will include evening and weekend shifts.

Key Responsibilities

- As part of the branch senior team lead the delivery of library services and programs in library branches
- Develop and deliver programs, training and documentation for community members and staff, with a focus on technology and information literacy
- Support and troubleshoot library IT equipment and systems
- Research, design, test and implement new library IT services and systems in response to community aspirations as identified in the annual business plans
- Provide high level customer service, assisting customers to discover and use library resources
- Support the management of web content and online presence
- Consult with the community and internal stakeholders to determine key features and functionality required in new or emerging technologies
- Undertake regular rostered shifts in the libraries as the Rostered Senior Staff Member
- Participate in general library duties and perform other duties as required

Physical requirements of the role

Substantial manual handling is an inherent physical requirement of working in this role. The position requires:

- significant periods of standing
- sustained hours of movement including lifting, bending, squatting, pushing, carrying, stretching
- use of computers and office equipment, including scanning library materials

Child Safe

Brimbank City Council is a Child Safe organisation. Brimbank will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices. All allegations of abuse and safety concerns received by Council will be treated very seriously and acted upon in accordance with relevant policies and procedures.

Equal Opportunity

Support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Adhere to Council's Equal Opportunity policy and procedures and the Victorian Equal Opportunity Act 1995 and federal legislation in regard to Equal Opportunity.

Occupational Health and Safety

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public.

- Executive – Establish, maintain, evaluate and continuously improve Council's OHS management system
- Managers, Coordinators, Team Leaders – Implement, monitor, audit, supervise and enforce conformance with Council's OHS policies, procedures and safety standards. Prepare and implement associated Departmental OHS programs. Identify and resolve Departmental OHS issues.
- Employees – Everyone is an employee - Conform to Council's OHS policies, procedures, and code of conduct and safety standards. Whilst at work, all employees must:
 - Take reasonable care for their own health and safety
 - Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions in the workplace
 - Co-operate with respect of any action taken by Council to establish and maintain occupational health and safety systems and procedures
 - Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety
 - Use protective equipment or clothing provided by Council at all required times
 - Employees should immediately notify their manager in the event of an injury, near miss, damaged equipment or other workplace hazard
 - Refer: Occupational Health and Safety Act 2004

Risk Management

- Contribute to making Brimbank as risk free as possible for all employees, residents and visitors
- Take all reasonable action to protect Council assets from damage and or loss
- Comply with Council's Risk Management Policy and Risk Management Guide.

Managing Information

All employees have a responsibility to ensure all business records are accurately captured and managed within Council's recordkeeping systems. This includes:

- making records to support what you do that provides evidence of business transactions
- ensure records are descriptive to enable easy identification and retrieval
- ensure security of information, protect confidential, personal and sensitive information and only release information when authorised to do so
- familiarise yourself with information management policies and procedures and where possible take reasonable steps to improve recordkeeping practices in the workplace.

Legislative Governance

Each employee has a duty and a responsibility to:

- Contribute to the development of Council’s legislative governance culture
- Adhere to Council’s Legislative Governance Policy
- Do all things reasonably necessary to achieve compliance with those obligations relevant to you, which are derived from law, Council policy, strategy, procedure and contracts, as soon as practicable and by the legislative due date.

Returns

Staff may be required to submit a Return of Interests pursuant to section 81 of the Local Government Act, if appointed by the CEO as a Nominated Person or where required to by law.

Organisational Relationship/Context

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|-----------------------|---|
| Reports to | Library Team Leader Informal reporting to the Library Systems Team Leader as per the annual Library IT Plan |
| Supervises | Day to day supervision of staff as the Rostered Senior Staff Member (RSSM) |
| Budget managed | N/A |
| Major contacts | Internal Liaisons <ul style="list-style-type: none">• Library and Council staff• Council IT department External Liaisons <ul style="list-style-type: none">• Community members• Community organisations and groups• Libraries industry networks• Technology vendors |

Accountability

The position works under the indirect supervision of the Library Team Leader and when rostered as the RSSM is responsible for staff and service delivery.

The position is accountable for:

- Resolving problems and making discretionary decisions
- Providing professional information service to customers and colleagues across the service
- Responding accurately and in a timely manner to enquiries and requests
- Applying and interpreting Library and Council policies and procedures
- Resolving complex IT technical and software issues for customers and staff at all service points, or facilitate escalation in as appropriate

Judgement and Decision Making

The position is required on a daily basis to use knowledge and experience to make decisions related to customer service and library operations.

The position is required to use professional knowledge, experience and skills to make judgements and evaluations relating to:

- IT systems support, design and development
- Programs and services
- Information services
- Collection management
- Community engagement

The position operates within documented policies, procedures and guidelines with professional judgement, experience and discretion required in their application, including the resolution of problems.

Guidance and advice from senior staff is usually available.

Specialists Skills and Knowledge

- Skills in planning, developing and implementing community programs that support the long term goals of Library and Council
- Solid skills, experience and knowledge in the provision of reference and information services including online and print information
- Proven ability to plan, develop and deliver training
- A sound understanding of the role and function of public libraries in the community and how they contribute to life-long learning
- Demonstrated experience in online communication including social media and web systems
- Demonstrated skills in planning, developing, implementing and supporting IT based systems
- Demonstrated creative excellence in solving technical problems
- Knowledge of and interest in new and emerging technologies and ability to apply to a public library environment

Management Skills

- Proven ability to lead and mentor staff
- Substantial skills in planning, time management and organising work to achieve specified goals efficiently, on time and with available resources
- Demonstrated project management skills to meet Council and Library objectives

Interpersonal Skills

- Considerable skills in building positive relationships with a wide range of Council staff, community partners and library users
- Ability to communicate sensitively and effectively with a range of people from diverse backgrounds, cultures and abilities
- Ability and confidence to seek opportunities to engage with customers
- Flexibility in approach to work practices with an ability to adapt to, support and champion change in a dynamic environment
- Ability to deal effectively with difficult situations and poor customer behaviour responding appropriately and resolving issues
- Ability to work effectively in a team working cooperatively with others, communicating effectively to meet team, Library and Council goals
- Excellent communication skills both oral and written

Qualifications and Experience

Mandatory: Bachelors degree or higher in Library/Information Management, Information Technology, or a degree appropriate to the position e.g. community development, teaching or equivalent experience

Substantial IT Technical support and maintenance skills

Excellent general IT knowledge

Experience in a face to face customer service environment including resolution of customer issues and management of poor behaviour

Working with Children Check (or successful check completed within 4 weeks of commencement)

Desirable: Experienced in supporting a Library management system or similar

Valid drivers licence,

Public Library experience and/or experience in a similar work environment

Experience working in a multicultural environment

Ability to speak a community language

Key Selection Criteria

- Ability to work in accordance with our values and behaviours
- Demonstrated skills and experience in IT systems and platform technical support and maintenance
- Demonstrated experience in developing and delivering training programs
- Strong written and oral communication skills, and ability to write concisely and effectively
- Experience in working in a face to face customer service environment with an ability to support community in the use of technology, including social media, e-resources and mobile devices.
- Strong communication and project management skills with an ability to work effectively, independently and prioritise tasks
- Ability to problem solve complex situations including those issues that arise in a customer service environment
- Demonstrated experience working with and understanding the needs of a diverse community
- Demonstrated skills in leading, motivating and influencing others and positively contribute to the culture of an organisation
- Proven leadership skills with the ability to effectively negotiate, resolve conflict and maintain positive working relationships
- Bachelor's degree or higher in Library/Information Management, Information Technology, or a degree appropriate to the position