# **Position Description**

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| **Position Title:** | Library Administration Support Officer |
| **Directorate:** | City Wide Services |
| **Service Unit:** | Libraries and Learning |
| **Salary Point:** | 9 |
| **Position Reports To:** | Manager Libraries |
| **Staff Management:** | No |
| **Budget Responsibility:** | No |
| **Date PD Reviewed:** | June 2016 |

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| **Organisation Context of Position** |
| The City of Newcastle employs over 900 staff and is responsible for a local government area of 187km2. Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, the City of Newcastle has a variety of locations across the City and encompasses 5 Directorates:* Governance
* Strategy and Engagement
* People and Culture
* Infrastructure and Property
* City Wide Services

The purpose of the City Wide Services Directorate is to:* Ensure Council's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across Council.
* Facilitate a high level of community connection across and on behalf of Council.
* Ensure services are set at a level that is clearly articulated to the elected Council and which are financially sustainable.
* Set a benchmark for the organisation of exemplary customer service.

 The Service Units and Elements that form the City Wide Services Directorate are:* Art Gallery (Service Element)
* Museum (Service Element)
* Civic Services
* Libraries & Learning
* Customer Service
* Waste Services
* Parks & Recreation
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| **Workplace Health & Safety** |
| **WHS RAA Level** | Level  |
| For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities. |

The role supports the Manager Libraries, the senior leadership team and the library service with a range of administrative systems and processes

**Position Responsibilities**

* Actively contribute to the forward planning processes and the strategic leadership of the library service particularly in relation to improving processes and administration support.
* Provide high quality administrative support to the Manager, leadership team and wider staff of the Library Service Unit by handling administrative functions, liaising with internal departments/staff, vendors, suppliers and other organisations to assist in the provision of accurate and timely services and information ensuring the achievement of organisational objectives.
* Provide accurate and timely documentation support to the Manager as required, ensuring confidentiality.
* Draft correspondence, reports, financial reports, agendas, minutes and presentations as required.
* Support the development and coordination of administration procedures and protocols for Libraries adhering to established policies and guidelines.
* Plan and integrate business activities through managing the Manager Libraries diary to ensure the efficient day to day running of the office.
* Manage and organise arrangements of meetings, appointments, seminars, workshops for the Library strategic leadership team.
* Contribute to the development of Library at an operational and strategic level.
* Working with the leadership team, coordinate all bookings for training, seminars, conferences and seminars for the library service.
* Negotiate bookings of Library venues, negotiating conditions within established policies and guidelines.
* Communicate in a courteous, efficient and friendly manner and resolve conflict relating to customer expectations, through the provision of accurate information on Library policies and procedures.
* Develop and maintain effective communication and working relationship within the Libraries team and across organisation to ensure a high level of information sharing and feedback.
* Provide a customer focal point for the Library on all internal / external communications.
* Work with the Manager Customer Experience and Operations to prepare, administer, monitor and evaluate shift rosters and leave.
* Support accurate documentation and use of Council systems including document management, customer relationship management, event bookings and room hire. Provide efficient and high quality management of Council's record management, financial and communication software to schedule, create, store, retrieve, distribute, monitor and report on activities with the Library.
* Ensure the accurate and safe handling of cash in accordance with all council policies and allocated timeframes.
* Ensure the timely collation of timesheets and attendance sheets for the library service.
* Monitor monthly and quarterly financial reporting for the Libraries Business Unit.
* Monitor and prepare the financial acquittal of grants and sponsorships for Library particularly supporting the activities of the Joint Library Scheme.
* Prepare financial and statistical reports, meeting agendas and associated documentation for Regional member Councils, Dungog, Gloucester and Port Stephens Councils – Cooperative Library Advisory Committee.
* Prepare, monitor, coordinate all procurement for library and report on budgets relevant to projects or programs, within established guidelines and time frames.
* Identify, source and purchase equipment, furniture and other items required by the Business Unit.
* Liaise with suppliers, process purchase orders and process invoices.
* Prepare and produce debtor invoices for facilities hire and merchandising. Reconcile invoices to payment to maintain an accurate and timely reconciliation of accounts.
* Collate and provide annual statistical data in preparation for the annual submission to State Library of NSW.
* Maintain a key register and coordinate the distribution and return of all Council keys.
* Assist in the development of the Library eNewsletter.
* As Key User, update the Library’s webpage and intranet content to provide accurate and up-to-date information to the Library’s internal and external users.
* Provide Key User computer systems support to staff in Council’s corporate applications and Microsoft applications.
* Fulfil the objectives of the Newcastle City Council 2030 and the Library Service in accordance with approved plans, policies, procedures and guidelines.
* Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee’s skill, competence and training.

**Position Selection Criteria**

**Essential**

1. Office Administration Qualifications in office procedures or relevant, equivalent experience.
2. Demonstrated ability and experience in the provision of high quality administrative and office management skills in a dynamic and diverse work environment.
3. Superior customer service and communication skills.
4. Significant experience in purchasing, accounts payable and accounts receivable.
5. Highly developed interpersonal, negotiation and problem solving skills.
6. Highly developed written and oral communication skills.
7. Excellent time management skills, demonstrated ability to prioritise tasks and meet deadlines under stress.
8. Very high level of demonstrated computer skills and corporate systems (MS Office Suite, ECM, OneCouncil).
9. Experience in preparing and monitoring budget reports.

**Desirable**

1. Capacity to work with minimum supervision and demonstrate initiative.
2. Highly developed experience and knowledge of local government (or similar) legislation, policies, procedures, operations and systems.