

POSITION DETAILS

Position Title:	Administration Support Officer (Library) Part time	Position Grade:	G6
Department/Directorate:	Library Services / Customer and Community Services	Position Status / Hours per Week:	Part-Time 24.5 hrs/week

PRIMARY PURPOSE OF THE POSITION

- Production and maintenance of staff rosters for Ryde Library Service.
- Updating of leave rosters and ensuring suitable staff replacements
- Create and maintain information in spreadsheets, databases and Spydus
- Provide circulation and basic reference services on an as required basis
- Assist with timely processing of library invoices
- Assist the full time Admin Support Officer on an as required basis
- Ensure performance of duties complies with OH&S policies and procedures
- Processing of invoices for Collection Services

SELECTION CRITERIA

Education / Qualifications

- Successful completion of Certificate III in Business Administration or equivalent experience

Experience/Specific skills

- Proficiency in word processing, spreadsheets, powerpoint
- Experience delivering administration and customer services
- Excellent communication and interpersonal skills, both oral and written English language
- Good negotiation and influencing skills
- Demonstrated organizational and coordination skills
- Demonstrated ability to complete a variety of tasks (multi-task) to meet objectives and deadlines
- A commitment to good customer service
- Demonstrated initiative
- Demonstrated ability to work as part of a team
- Demonstrated experience and proficiency in providing face to face and telephone customer service
- Assist the Administrative Support Officer (full-time) as needed

Personal Attributes

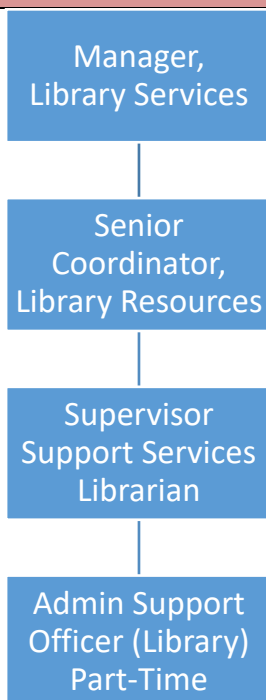
- Ability to work in a team environment with a community focus
- Commitment to providing a high level of customer service
- Ability to handle a high workload in an efficient and professional manner
- Highly organised with strong ability to effectively prioritise tasks and multi-task, and meet deadlines
- Covid-19 vaccinated

Desirable Qualifications, Experience and/or Skills

- Experience in rostering operations
- Previous experience working in an automated library
- Experience working in Local Government and an understanding of local government

- Experience working in a public library
- Experience in desktop publishing / internet / print production / proof-reading
- Experience with service delivery in a multicultural environment
- Proficiency in a language other than English
- Current Drivers licence

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Customer and Community Services Directorate of the organisation.

- Public library service development and management
- Public library operations service
- Public library resources service
- Public library programs service
- Community information service
- Community buildings Library development and management
- Corporate art collection

CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
2	To adhere to Council plans, policies, procedures and Code of Conduct
3	To understand, adhere and promote all OH&S policies and procedures

CORPORATE ACCOUNTABILITIES

4	To understand, adhere and promote Council's EEO policies and procedures.
5	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
6	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
7	To actively document all policies, procedures, projects and activities (as required)
8	To actively share information and knowledge on issues, training and better practice to relevant staff
9	To identify and initiate improvements of business systems to maximise service delivery
10	To identify and initiate improvements of processes to maximise service delivery
11	To deliver all project deliverables through PM_CoR methodology
12	To identify and minimise exposure to risk
13	To be involved in or provide feedback on corporate initiatives
14	To positively and proactively work with others across the organisation to deliver the outcomes
15	To model Council's values
16	To create and contribute to a positive work environment within my team, my Unit and the workplace.
17	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements
18	To use, store and manage digital and hard copy information in accordance with Council's policy and procedures

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Health & Safety

We take personal responsibility for our own health, wellbeing, and safety. As well as the health, wellbeing and safety of our colleagues and customers.

Excellence

We do the best we can for our customers and embrace innovation in the way we work.

Accountability

We are honest, transparent and act in the best interest of Council and the community.

Respect

We listen, seek to understand, and celebrate the diversity of the people within our organisation and the community.

Teamwork

We work within both our own teams and other teams to successfully achieve council's goals.

Employee's Name	
Employee's Signature:	
Date:	