

# CLARENCE VALLEY COUNCIL

## Position Description

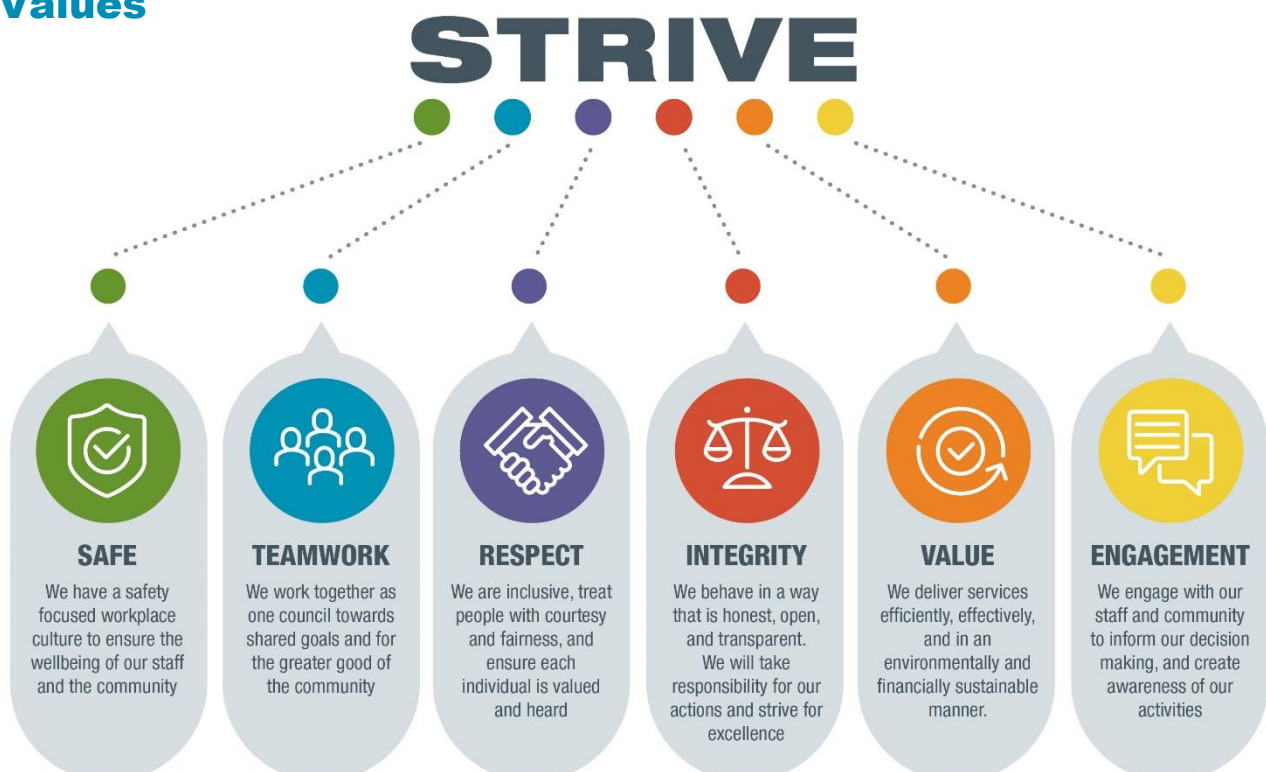
### Library Officer (Yamba Library)

<b>Directorate</b>	Corporate and Community
<b>Location</b>	Yamba Library
<b>Classification/Grade/Band</b>	Grade 6 – Entry to Step 4 Band 2 Level 1
<b>Position Code</b>	4531500
<b>Date position description approved</b>	28 February 2024

## Overview

With a large geographical area of 10,441 square kilometres and a population of almost 52,000 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of South East Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

## Values



## Primary purpose of the position

The Library Officer (Yamba Library) supports and engages in the delivery of an enjoyable library experience for all members and visitors of Clarence Valley Libraries, specifically Yamba Library. The position works collaboratively with the Public Library team and across the Clarence Regional Service to develop and maintain Clarence Valley Libraries as an inclusive, accessible, and vibrant community destination.

## Key accountabilities

Within the area of responsibility, this role is required to:

- Develop and engage in delivery of user-friendly library services including a variety of programs, events and activities for the Clarence Regional Library.
- Work collaboratively with staff across the Clarence Regional Library service to provide an enjoyable library experience for all members and visitors of Clarence Valley Libraries.
- Engage and collaborate with internal and external stakeholders to create positive participation in the regional library services, programs, and activities.
- Provide advice to the Team Leader (Public Library Services) in relation to Library operations, management, training, marketing, and outreach services.
- Undertake administrative responsibilities including supervision of the daily service point operations and the management of the library facilities.
- Assist with the development of grant submissions and reports as required.
- Recording and maintaining library statistics as required by the State Library of NSW and Council.

## Key challenges

- Managing competing and conflicting priorities within agreed timeframes and to the required standard
- Managing conflict with community members both in face to face situations and via the telephone as well as managing individuals with challenging behaviours.
- Contribute to the supervision, training, and instruction of staff, relief staff, volunteers, and work experience students.

## Key internal relationships

Who	Why
Team Leader (Public Library Services)	Escalate issues, keep informed and receive direction. Provide regular updates on key projects, issues and priorities.
Public Libraries team	Collaborate with the teams on risks and issues, and process improvements. Update on the status of the projects, share ideas and learnings.
Regional Services Team	Collaborate with the teams on risks and issues, and process improvements. Update on the status of the projects, share ideas and learnings.

## Key external relationships

Who	Why
General public, government agencies, regional organizations, community groups	Build professional relationships with local community networks and organizations necessary for the work of the Library Service

## Key dimensions

### Decision making

This position is responsible for overseeing the Grafton Library service desk, meeting rooms & display cabinet bookings

<b>Reports to</b>	Team Leader (Public Library Services)
<b>Direct reports</b>	No
<b>Indirect reports</b>	No





### Essential requirements

- Diploma of Library and Information Services (Library Technician Studies) or equivalent relevant industry experience;
- Drivers Licence;
- Working With Children Check (WWCC)

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at [www.lgnsw.org.au/capability](http://www.lgnsw.org.au/capability)

Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	<b>Manage Self</b>	<b>Intermediate</b>
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	<b>Community and Customer Focus</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	<b>Deliver Results</b>	<b>Intermediate</b>
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	<b>Technology and Information</b>	<b>Intermediate</b>
	Procurement and Contracts	Intermediate

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	Capability Name	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>• Understands what needs to be done and steps up to do it</li> <li>• Pursues own and team goals with drive and commitment</li> <li>• Shows awareness of own strengths and weaknesses</li> <li>• Asks for feedback from colleagues and stakeholders</li> <li>• Makes the most of opportunities to learn and apply new skills</li> </ul>
<b>Relationships</b> Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> <li>• Identifies and responds quickly to customer needs</li> <li>• Demonstrates a thorough knowledge of services provided</li> <li>• Puts the customer and community at the heart of work activities</li> <li>• Takes responsibility for resolving customer issues and needs</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Takes the initiative to progress own and team work tasks</li> <li>• Contributes to the allocation of responsibilities and resources to achieve team/project goals</li> <li>• Consistently delivers high quality work with minimal supervision</li> <li>• Consistently delivers key work outputs on time and on budget</li> </ul>
<b>Resources</b> Technology and Information	Intermediate	<ul style="list-style-type: none"> <li>• Shows confidence in using core office software and other computer applications</li> <li>• Makes effective use of records, information and knowledge management systems</li> <li>• Supports the introduction of new technologies to improve efficiency and effectiveness</li> </ul>