



Amended: 19 September 2017

POSITION:	Library Assistant Casuals
POSITION NUMBER:	
DEPARTMENT:	Community Engagement
UNIT:	Library
SALARY:	Grade 2 Step 1 plus 25% casual loading

OBJECTIVES OF THE DEPARTMENT:

To meet the Community Vision of – *We live in a community that provides opportunity for all, to prosper in an environment that supports well-being, connectedness and access to resources the community wants and needs;* and the community values of being healthy, being wealthy, being safe and being sociable.

Community Engagement provides cemeteries, library services, youth services, community safety, aboriginal services, public relations, events management, heritage issues, donations and contributions to community groups, and customer services. Building a strong community is a key outcome for Council. Community wellbeing is influenced by participation in cultural and recreation activities, access to facilities and community information. Engaging all parts of our diverse community is the focus for the Community Engagement team.

OBJECTIVES OF THE POSITION:

- To provide consistent high quality customer service at library service points.
- Provide a customer focused library service to the community that reflects the core values of council.
- The position is essentially casual relief for Stuarts Point and South West Rocks libraries, however you would also be trained for opportunities to back fill in Kempsey Library.

DETAILS OF MAJOR RESPONSIBILITIES:

The successful candidate will be responsible for:

- Perform circulation duties at the library service desk as rostered. Register new library clients accurately and provide an orientation of library collections and services.
- Support the Branch Librarian at all times including other duties as designated from time to time
- To perform administrative and allied tasks associated with the provision of library services.
- Demonstrate competent customer relations skills in the provision of library services.
- Assist clients with the use of the library's digital collections.
- Actively participating in a regular performance review consistent with Council's Performance Development System and relevant Staff Policies
- Assist in achieving outputs, performance measures and objectives of the Section, Unit, Department and Council
- Ensuring all correspondence and work orders allocated to the team member are processed in accordance with Council performance targets
- The provision of sound, timely and accurate advice and reporting, where appropriate, to the Team Leader Library or their delegate
- Ensuring compliance with relevant Council Policies
- Promoting high levels of Customer Service
- Performing other reasonable duties as directed by the General Manager or their delegate

SELECTION CRITERIA:

The successful candidate will ideally possess the following:-

- i) Higher School Certificate or equivalent, Certificate III Library Services highly regarded
- ii) Current experience in the provision of public library services.
- iii) Experience with mobile technologies and library technology applications.
- iv) Demonstrated experience in working effectively in a team environment.
- v) Demonstrated experience in the provision of quality customer service delivery.
- vi) Experience in the use of Microsoft office applications.
- vii) Ability to meet the requirements of customers with specific needs
- viii) Knowledge of current popular fiction trends.
- ix) Experience in assisting customers with basic reference enquiries.
- x) Experience in conflict resolution and dealing with difficult customers/situations.
- xi) Demonstrated superior communication skills, both verbal and written and interpersonal skills
- xii) Demonstrated ability to work with minimum supervision and as part of a multi-disciplinary team.
- xiii) Ability to work varying shift times and weekends.
- xiv) Hold and maintain a NSW Driver's license.

REPORTING RELATIONSHIPS:

Responsible To: Team Leader Library

Responsible For: Nil

Main Internal and External Communications

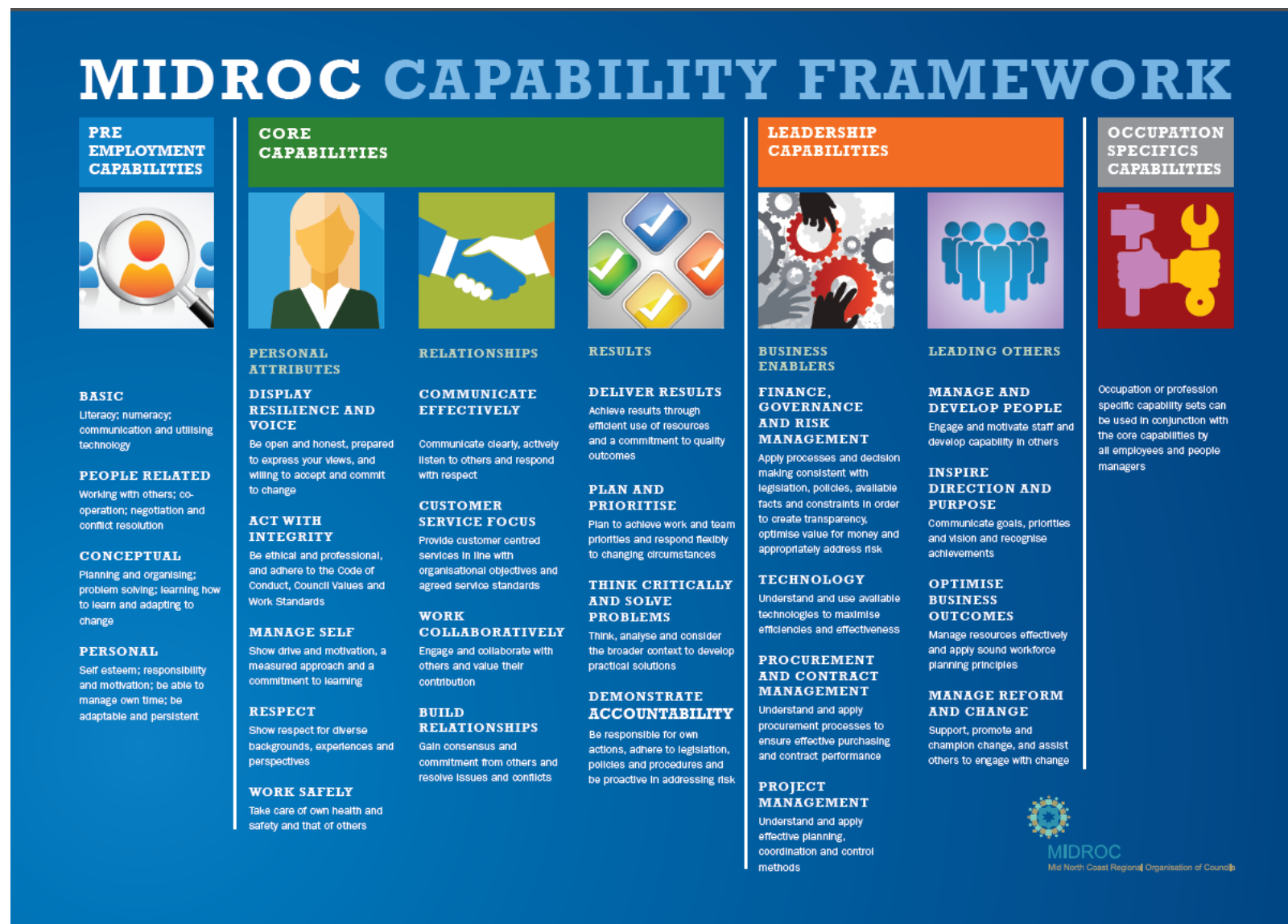
Internal Management
Staff of all departments

External General Public and Community Groups
Port Macquarie Hastings Library Staff

Delegations: To be advised

Capability Framework




The MIDROC Capability Framework describes the capabilities and associated behaviours that are expected of all employees at every level. The framework includes behavioural indicators for each capability ranging from 'Foundational' to Highly Advanced'.






Capability Levels

The full list of minimum capabilities and levels required for this position is shown in the table below. Guidance in what types of behaviour shows the level for each capability is available in the Capability Framework, which can be downloaded at

<http://www.kempsey.nsw.gov.au/corporate/hr/positions-vacant.html>

Capability Group	Capability Name	Description	Level
Pre-Employment 	Basic	Literacy; Numeracy; Communication and utilising technology	Intermediate
	People Related	Working with others; co-operation; negotiation and conflict resolution	Intermediate
	Conceptual	Planning and Organising; problem solving; learning how to learn and adapting to change	Intermediate
	Personal	Self Esteem, responsibility and motivation. Be able to manage own time, be adaptable and persistent	Intermediate
Personal Attributes 	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act With Integrity	Be ethical and professional, and adhere to the Code of Conduct, Council Values and Work Standards	Intermediate
	Manage Self	Show drive and motivation, a measured approach and a commitment to learning	Intermediate
	Respect	Show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Safely	Take care of own health and safety and that of others	Intermediate
Relationships 	Communicate Effectively	Communicate clearly, actively listen to others and respond with respect	Intermediate
	Customer Service Focus	Provide customer centred services in line with organisational objectives and agreed service standards	Intermediate
	Work Collaboratively	Engage and collaborate with others and value their contribution	Intermediate
	Build Relationship	Gain consensus and commitment from others and resolve issues and conflicts	Intermediate

Results 	Deliver Results	Achieve results through efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve work and team priorities and respond flexibly to changing circumstances	Intermediate
	Think Critically and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be responsible for own actions, adhere to legislation, policies and procedures and be proactive in addressing risk	Intermediate
Business Enablers 	Finance, Governance and Risk Management	Apply processes and decision making consistent with legislation, policies, available facts and constraints in order to create transparency, optimise value for money and appropriately address risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Immediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
Leading Others 	Manage and Develop People	Engage and motivate staff and develop capability in others	
	Inspire Direction and Purpose	Communicate goals, priorities and vision and recognise achievements	
	Optimise Business Outcomes	Manage resources effectively and apply sound workforce planning principles	
	Manage, Reform and Change	Support, promote and champion change, and assist others to engage with change	

CODE OF CONDUCT

Comply with Kempsey Shire Council's Code of Conduct

PRIVACY STATEMENT

The Privacy and Personal Information Protection Act 1998 (PPIPA) and the Health Records and Information Privacy Act 2002 (HRIPA) requires all staff/contractors and other Council employees who, in the course of their work, have access to personal information (PPIPA) or personal health information (HRIPA), to comply with the requirements of these Acts and the Kempsey Shire Council Privacy Management Plan.

It is the responsibility of all staff to ensure privacy of personal information by following Kempsey Shire Council's privacy and security procedures in relation to any personal information accessed during the course of their duties.

GOVERNMENT INFORMATION

The Government Information (Public Access) Act 2009 provides for release of government information to the public. All staff may proactively release government information to the public provided this is done so in accordance with this Act and Council's policies and procedures.

RISK MANAGEMENT OBLIGATIONS

Definition of a Risk: "the chance of something happening that will have an impact on objectives. It is measured in terms of consequence and likelihood"

Definition of Risk Management "the culture, process and structures that are directed towards the effective management of potential opportunities and adverse effects".

The general risk management obligations as an employee of Kempsey Shire Council are:

Risk Assessment Process for Managers:

Identify, analyse, evaluate and document all risks (eg: WHS, Corporate, Financial, Service Delivery) relevant to your functional area. Implement treatment strategies (controls) where necessary and action plans for all areas of concern.

Risk Assessment Process for Employees:

Report any risks identified (eg: WHS, Corporate, Financial, Service Delivery) and request a formal risk assessment to ensure the protection of Kempsey Shire Council, its staff, its customers and its resources.

WORK HEALTH AND SAFETY RESPONSIBILITIES

The successful candidate will be responsible for:-

- Demonstrating commitment to WHS through personal involvement.
- Following the employer's reasonable instructions concerning health and safety in the workplace.
- Participating in WHS education and training.
- Reporting any workplace hazards.

- Assisting in the WHS Management process, by being actively involved in the identification, assessment and control of hazards and associated risks in the workplace.
- Not putting themselves or others at risk and cooperating with the employer.
- Assisting management in establishing and monitoring WHS Consultation in the workplace.

EQUAL EMPLOYMENT OPPORTUNITY RIGHTS AND RESPONSIBILITIES

The successful candidate will have the right to:-

- a workplace that is free from unlawful discrimination and harassment
- fair practices and behaviour in your workplace
- competitive merit-based selection processes for recruitment or promotion
- training and development that enables you to be productive in your work and to pursue your chosen career path
- equal access to benefits and conditions including flexible working arrangements
- fair allocation of workloads and fair processes which deal with work related complaints and grievances.

The successful candidate will have the responsibility to:-

- work to the best of your ability and provide quality service to customers and colleagues
- recognise and respect the skills and talents of other staff members
- act to prevent harassment, discrimination and bullying against others in the workplace
- respect cultural and social differences among your colleagues and customers, and
- treat people fairly (don't discriminate against, harass or bully them).

DECLARATION

As the incumbent of this position, I have noted this Position Description and agree with the contents therein. I understand that other duties may be directed from time to time.

Incumbent:

Director

Signature:

Signature:

Date: ____ / ____ / ____

Date: ____ / ____ / ____