POSITION DESCRIPTION

Our values:

Respect   Strive   Passionate   Communicate

Position title:	Branch Library Technician
Job code:	2037
Section:	Richmond Tweed Regional Library, Chief Community Office
Position reports to:	Area Librarian
Band and level:	Band 2, Level 1
Salary grade:	Grade 9
Staff management:	Yes
Budget responsibility:	Nil

Primary function of the role:

Reporting to the Area Librarian, the Branch Technician's primary function is to manage the day-to-day activities of a branch library and to ensure the provision of access to library collections to meet client needs and organisational priorities. This position performs and supervises others in the tasks required to deliver a dynamic library service. This includes promoting and providing the library services to the community.

Person Description:
- Be adaptable, flexible, and quick to learn new skills.
- Have a genuine customer services focus, an eye for detail and high standards.
- Have the ability to prioritise and schedule work and meet deadlines, with excellent time and task management skills.
- Have personal integrity and take responsibility.
- Be open minded in share information and knowledge.
- Be a team player.
- Be an advocate for change and looking for ways they can do their job better.
- Embody Council's values.
- Be flexible to work with other business areas.

Responsibilities and Duties:
- The Branch Library Technician is responsible for ensuring that operational requirements are met.
- Deliver high quality customer service to all members of the community.
- Keep the community informed of all library activities and programs.
- Engage and collaborate with the local community to promote the library as a community hub.
- Develop work priorities and ensure work is carried out within time constraints. Strive to achieve maximum benefit from all resources.
- Follow defined Work Health and Safety policies and procedures relating to the work being undertaken in order to ensure own safety and that of others in the workplace.

	Responsibilities	Accountability
Work Health and Safety	Manage and monitor Work Health and Safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	• An engaged workforce fostering a culture of safety and behaviour based on safety principles.
Best Practice	Contribute to the team to achieve excellence.	• Create a culture that inspires people. • Be flexible and assist staff within the branch to ensure all operations run smoothly. • Maintain an attractive, accessible, safe and functional environment for staff and visitors.
Governance Risk and Compliance	Ensure risks are identified and managed.	• Make safety an integral part of work, it is everyone's responsibility to implement the expected behaviours of our organisation. • Comply with Council's Procurement Guidelines and processes. • Ensure integrity of data. • Maintain confidentiality at all times.
Customer Driven Service Delivery	Build and maintain relations with key stakeholders and customers (internal and external) related to service delivery.	• Provide a high level of customer service to manage the expectations of internal and external customers.
People	Promote Team Harmony	• Commitment to fostering and participating in a positive team environment. • Be flexible and adaptable to the changing needs of the team. • Participate and contribute.
Communication and Consultation	High level of written verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.	• Provide clear concise information. • Provide tools for staff to support business development e.g. FAQ's, regular 'paper bag' meetings and other learning tools; • Prepare detailed reports, proposal and submissions. • Application of influencing skills to lead and encourage your team to embrace change, demonstrating accountable, affiliative and constructive behaviours. • Support and provide advice for Corporate Governance, Risk Management, Strategic Procurement and Project Management where required.

Entry Level Qualifications:
Skills and Experience

Qualifications, certificates, and licences

- Library Technician Certificate (Diploma of Library and Information Science) or equivalent experience.
- Australian Citizenship of appropriate working visa.
- Current Class C Driver's Licence.

Experience, skills, and knowledge

- Minimum one year experience in a supervisory position.
- Experience in the operations of a public library.
- Ability to perform and/or supervise all circulation duties.
- Sound understanding of staff supervision and leadership issues.
- Effective interpersonal, teamwork and communication skills.
- Ability to organise the branch workload, set appropriate goals and prioritise work.
- Adaptability, ability to respond to change and a problem-solving outlook.
- Ability to lead others in a team environment.
- Ability and commitment to liaise with other specialists to provide library programs and events.
- Experience in collection development and management.
- Experience with collection and recording of money.
- Ability to induct and train staff and volunteers.
- Knowledge and commitment to EEO, WHS and ethical practice principles.
  Ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.