Position description

Library Assistant	
Division:	**Liveable Communities**
Department:	**Libraries**
Reports to:	**Branch Librarian**
Number of direct reports:	**Nil**
Location:	**Gloucester Library**
Grade:	**3**
Employment status:	**Permanent Part Time**
Hours of work:	**15.25**
Date approved:	**May 2020**

Our Mission

"We deliver benefits for our community in a way that adds value and builds trust".

Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

Wellbeing	We value safety, security, health and happiness
Integrity	We are open, honest, accountable and take pride in all we do
Sustainability	We use efficiencies, innovation and cooperation to achieve sustainable results
Respect	We work together respectfully ensuring inclusion, equality and open communication

Position Overview

This position sits within the Libraries department and is responsible for the provision of professional customer service and supporting relevant library events and programs. The incumbent of this position is expected to demonstrate the following attributes and capabilities in undertaking their role.

Key Accountabilities & Duties

- Conduct interactions with customers professionally by clarifying and understanding the customer request, presenting options and explaining solutions.
- Conduct transactions accurately and efficiently.
- Promote Council's brand by being positive, enthusiastic, engaging and consistently delivering quality services.

- Assist with maintenance of public area, shelving, shelf-checking and tidying materials.
- Provide assistance in using technology such as the Internet, wireless PCs, self-check units and eReaders.
- Support library events and outreach programs.
- Keep up to date with library collections and technology trends.
- Support other library functions as required.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

Selection Criteria

1. Previous experience in the provision of quality customer service.
2. Experience and knowledge in the operations and systems of public libraries.
3. Demonstrated experience with computers and a familiarity with standard PC software applications.
4. Demonstrated ability to develop and maintain constructive relationships and partnerships, both internally and externally, that contribute to the achievement of organisational outcomes.
5. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
6. Current Class C Drivers Licence and Working with Children Check.

Position Capabilities

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.

The Local Government Capability Framework is available at: https://www.lgnsw.org.au/capability.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	**Capability Name**	**Level**
 **Personal attributes**	**Manage Self**	**Intermediate**
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate

Local Government Capability Framework		
Capability Group	**Capability Name**	**Level**
 **Relationships**	**Communicate and Engage**	**Intermediate**
	Community and Customer Focus	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 **Results**	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 **Resources**	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	**Intermediate**
	Procurement and Contracts	Foundational

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:	Date:

HR USE ONLY

Is a Working with Children Check required for this position?	**Yes** ☒	**No** ☐
Is a criminal record check required for this position?	**Yes** ☐	**No** ☒