

<b>Position Title:</b>	<b>Library Branch Officer</b>		
<b>Position Code:</b>	P031	<b>Evaluated:</b>	01/12/2017
<b>Award Classification:</b>	<b>Band:</b>	2	<b>Level:</b> 1
<b>Salary System Grade:</b>	<b>Grade:</b>	2	<b>Minimum Level:</b> 1
<b>Approved:</b>	Carolyn O'Brien		<b>Date:</b> 05/12/2017

## Primary Purpose of the Position

The Muswellbrook Branch Officer will assist in the day-to-day operations of Muswellbrook and/or Denman Branches. To assist in the provision and promotion of quality customer focused programming and services.

## Job Specific Key Accountabilities



The following Job Specific Key Accountabilities provide a high level description of the outcomes that the incumbent of this position is expected to deliver. These accountabilities are outcomes focused, and should be considered alongside Council's **Our People Capability & Behaviour Framework**:

1. Library duties, which include, but are not limited to opening and closing the library, maintaining branch equipment and stationary, Issuing and returning items, verifying condition of items, directing items to correct locations.
2. Responding to customer enquiries, including online mediums, referrals, inter library loans customer complaints or with directional enquiries.
3. Library activities including shelving library items, shelf checking, delivering library programs and library displays.
4. Branch duties including disseminating post for the Upper Hunter Regional Library, collecting and collating Branch statistics, preparation of material for weekly dispatch, maintenance and presentation of community notice boards, newspapers, circulation counter and branch signage
5. Provision of accurate receipting of cash, cheque, EFTPOS and credit card payments, processing, receipting searches and enquiries, revenue reconciliation, banking and general cash handling.
6. Collection Maintenance duties including assisting with collection management and end processing.
7. Any other such duties that are commensurate with the employee's skill level, competency and training.

## Key Capabilities

The Muswellbrook Shire Council **Our People Capability & Behaviour Framework** applies to all Council employees. This position requires the following level of capabilities and behaviours in accordance with the Framework:



The following 3 capabilities have been selected from the Framework at the level indicated above, as **Key Capabilities** for this job. Key Capabilities are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the typical behaviours expected to be displayed in this position and should be read considered alongside the Job Specific Key Accountabilities:

### Muswellbrook Shire Council Capability Framework

#### Group and Capability

#### Capability & Behaviour Descriptors



**Effective Communication:** Listen, interpret and convey information in a clear and respectful manner

- Explain things clearly and respectfully
- Allow others time to speak, and actively listen to others
- Approach conflict objectively, and refer to a supervisor where appropriate



**Collaboration:** Work within a team environment, cooperate with others and consider the needs of others to achieve shared goals

- Participate as a supportive team member and work with other team members to achieve goals
- Help other team members to share the load in peak work periods
- Work together in challenging situations



**Accountability:** Be responsible for own actions, act within levels of authority, and understand and apply legislative frameworks and policies

- Be responsible for your own actions
- Understand and follow policies and procedures
- Comply with safe work practices to ensure the safety of self and others

**Key Tickets, Qualifications and Other Skills**

1. Current Working with Children Check
2. Certificate III in Library Studies or equivalent experience
3. Current NSW Class C Drivers License
4. Demonstrated experience and/or capability to deliver the Job Specific Key Accountabilities (above).
5. Demonstrated Fundamental key capabilities as defined in the Key Capabilities Table (above).