



# INNER WEST COUNCIL

## POSITION DESCRIPTION

<b>Position Title</b>	Branch Officer / Home Library Officer	
<b>Division</b>	Office of the CEO	
<b>Group</b>	Library and History Services	
<b>Responsible to</b>	Branch Librarian	
<b>Position Supervises</b>	<b>Direct:</b> 1-4 Staff <b>Indirect:</b> Nil	
<b>Position No.</b>	IW0761 – IW0768	
<b>Status</b>	Permanent Full-Time	
<b>Hours</b>	Based on 35 hours per week.  There is an expectation that staff would be willing and able to work within the Library Services span of hours as per the Library Roster (8am – 8pm). There may be occasional opportunities to work on weekends  Rotation across the eight Inner West library locations biennially	
<b>Salary Point</b>	36 to 45	
<b>Salary</b>	\$71,554.00 pa to \$80,949.00 pa	<b>Band/Level:</b> 2/2
<b>Allowances</b>	As applicable to the position.	
<b>Pre-employment checks</b> <b>Legislative requirements</b>	<i>There may be a requirement to undergo a working with children check and/or police check if a need is identified in the future</i>	
<b>Date reviewed:</b> May 2019	<b>Reviewed by:</b> Branch Librarian	

*The Inner West Council was formed on Thursday 12 May 2016 as a result of the amalgamation of Ashfield, Leichhardt & Marrickville Councils by the NSW State Government through the Local Government Proclamation 2016 (Council Amalgamations). The new Council has a population of 185,000 people and covers an area of 36 km<sup>2</sup>.*

*The Inner West Council operates across the areas previously governed by the former Ashfield, Leichhardt and Marrickville Councils. All Inner West Council employees may be transferred to any of these areas to allow sustained productivity and opportunities for skills growth.*

## **POSITION PURPOSE**

The primary purpose of the position is to assist and support the Branch Librarian to ensure the overall management of the day to day operations of one of the Inner Wests' four Branch libraries, their partnering Neighbourhood libraries and home library service. Key functions include high quality customer service, staff management, administration of the day to day functions, working at the service desk, assisting with activities and programs, daily cash management and operational administration. You will be required to work on the library floor as per the roster at both the branch and neighbourhood libraries. You may be occasionally required to work additional hours, including on the weekend.

You will be required to participate in a number of library team meetings and activities arranged annually.

Reporting to the Branch Librarian, you will be responsible for the rostering of two libraries and provide essential information and guidance regarding the collections and programming specific to each library and community.

This position will rotate between branches, Neighbourhood libraries and the home library service. It is likely the rotation will occur biennially. Rotation is also at the discretion of the Group Manager should this be required for operational purposes.

## **SELECTION CRITERIA**

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its 'Values First' with flexibility, integrity, respect and the spirit of team as a set of values and associated behaviours for all levels in the organisation. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

### **Essential Criteria**

1. Degree or higher of Library and Information Services or equivalent or tertiary qualifications in a related discipline with experience to meet essential experience or skill criteria.
2. Demonstrated experience and a successful track record in public libraries including information and reference services, customer service, library workflows, daily programs delivery, home library service and collection development.
3. Knowledge and skills in staff management, staff development, change management, staff training and library statistics.
4. Outstanding, customer service, communication and interpersonal skills
5. Demonstrated ability to record, monitor and analyse statistics and budgets.
6. Demonstrated in depth knowledge of library technology.
7. Experience delivering and assisting in library activities and programs.
8. Ability to work and plan effectively as an individual and as a team member
9. Knowledge and a general interest in current trends in public libraries, lending services, emerging information technologies, publishing, contemporary culture and experience in implementing innovative ideas to create new programs
10. Understanding and commitment to equal employment opportunities, diversity, work health and safety, ethical practice and acting with probity at all times

### **Desirable Criteria:**

1. Experience working with culturally diverse communities

## **KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:**

### *Library Management*

- Ensure the delivery of a high quality customer service to Inner West libraries including readers advisory, information and home library services
- Assist with the supervision of all aspects of the branch and neighborhood library operations
- Responsible for the day to day roster and preparation of the roster
- Lead relevant staff in providing high level information service and readers advisory service
- Assist in the delivery of a high level of information and reader's advisory service
- Assist in the implementation of new procedures, process and policies
- Support the delivery and coordination of activities, programs, promotions and displays, as required
- Respond to technology needs relevant to customer service operation
- Assist the Branch Librarian with the maintaining of up to date policies and procedures
- Ensure timely and accurate collection of relevant statistics, as required
- Assist in the provision of the daily cash management system
- Contribute to library programming concepts and operations
- In the absence of the branch librarian assume the responsibilities for the daily operation of the branch and neighborhood libraries
- Maintain a clean, neat and safe service area and library environment including shelving of library items
- Work desk shifts as required at all IWC library locations to meet operational needs
- As a team member communicate and cooperate effectively with other staff and attend team meetings as required
- Act professionally, ethically and with integrity in the performance of these duties
- Work safely and report potential WH&S issues to management
- Demonstrate an understanding of and commitment to EEO policies and procedures
- Undertake projects as directed

### *Staff Supervision*

- Supervise and train library staff in regard to the delivery of the day to day library operations
- Participate in recruitment, supervision and development of staff, as required

### *Financial Management*

- Support the Branch Librarian to manage and review the budget to ensure cost effectiveness, achieve budget targets with accurate and timely reporting of budget performance
- Regularly communicate with the Operations Manager and the Branch Librarian with regard to the status of the team's budget, changes and /adjustments that need to be made to keep the budget current and accurate
- Assist the Branch Librarian in ensuring the rostering of staff is within budget boundaries

### *Physical requirements of the role*

Substantial manual handling is an inherent physical requirement of working in this role. The position requires:

- Significant periods of standing
- Sustained hours of movement including lifting, bending, squatting, pushing, carrying, stretching
- Use of computers and office, and the movement of furniture for programs and events

## **KEY RELATIONSHIPS:**

**Internal:** Library and History Services Staff

**External:** State Library of NSW, Members of the community, Suppliers, Public libraries of NSW

# WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT

## SUPERVISORS / TEAM LEADERS / GANGERS

### LEVEL 5

Level 5 Supervisors, Team Leaders and Gangers have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices. These responsibilities are performed by:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> <li>Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of promotion of, and conformance with, Council policies and procedures</li> </ul>
<ul style="list-style-type: none"> <li>Ensuring regular monitoring of Health and Safety performance in the area of their responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate.</li> <li>Analysis of accident/incident trends</li> <li>Regular team meetings</li> <li>Use of the hazard reporting process</li> </ul>
<ul style="list-style-type: none"> <li>Commitment to WH&amp;S</li> </ul>	<ul style="list-style-type: none"> <li>Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc</li> </ul>
<ul style="list-style-type: none"> <li>Undertaking accident/incident investigations</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of documented and signed accident investigation forms</li> </ul>
<ul style="list-style-type: none"> <li>Liaising with Health and Safety representatives in relation to workplace Health and Safety issues.</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings with WH&amp;S rep</li> </ul>
<ul style="list-style-type: none"> <li>Improving health and safety performance</li> </ul>	<ul style="list-style-type: none"> <li>Initiating action based on audit, inspection results and feedback from staff</li> </ul>
<ul style="list-style-type: none"> <li>Undertaking regular inspections to assist in the identification of hazards</li> </ul>	<ul style="list-style-type: none"> <li>Development of a schedule of inspections</li> <li>Completed inspections</li> </ul>
<ul style="list-style-type: none"> <li>Attending health and safety meetings</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of signed/ documented minutes</li> </ul>
<ul style="list-style-type: none"> <li>Providing new employees with Health and Safety induction training and specific job training where required</li> </ul>	<ul style="list-style-type: none"> <li>Employee inductions complete.</li> <li>Evaluation of induction by employees</li> </ul>
<ul style="list-style-type: none"> <li>Facilitating rehabilitation for injured employees</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of signed return to work programs</li> <li>Selected duties register</li> </ul>
<ul style="list-style-type: none"> <li>Ensuring employee awareness of Health and Safety management systems and specific workplace hazards</li> </ul>	<ul style="list-style-type: none"> <li>Regular documented meetings with staff</li> <li>Conducting random inspections to ensure that correct WH&amp;S procedures are being implemented by staff</li> </ul>
<ul style="list-style-type: none"> <li>Providing a clear definition, in writing, of all work procedures</li> </ul>	<ul style="list-style-type: none"> <li>All work instructions are documented and provided to staff with explanation</li> </ul>
<ul style="list-style-type: none"> <li>Developing health and safety procedures</li> </ul>	<ul style="list-style-type: none"> <li>Development of specific procedures where required</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of WHS and related legislation</li> </ul>	<ul style="list-style-type: none"> <li>Attendance at training sessions</li> </ul>

**Applicant Declaration**

I, ..... have read and understood the position description for the **Branch Officer** as detailed in this document.

Signature: .....

Date:     /     /