



LIBRARY ASSISTANT COMMUNITY ENGAGEMENT

POSITION PROFILE

Division	Shire Services	Status	Full time, permanent
Unit	Library & Information Services	Salary Grade	Grade 3
Reports to	Team Leader, Community Engagement	Reviewed	July 2020

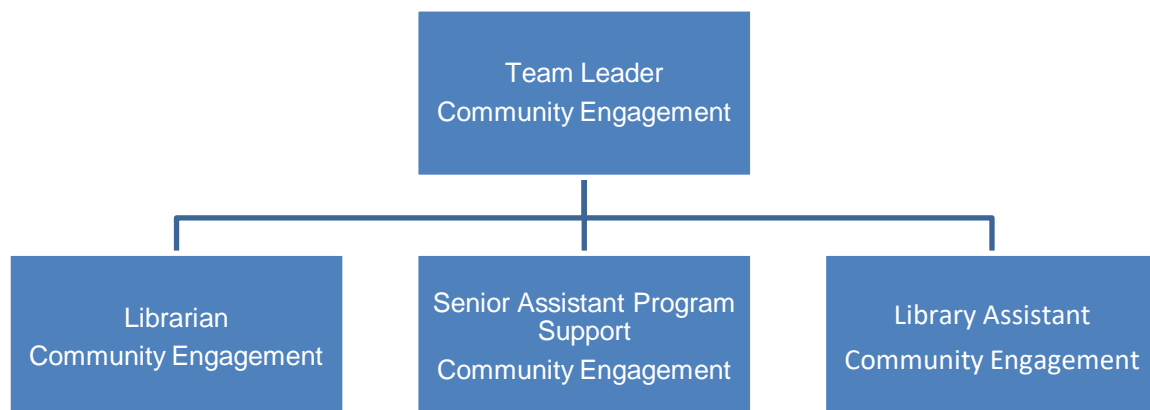
STRATEGIC INTENT

The Library enriches the community by providing access to information, education and cultural services and promoting lifelong learning, literacy and leisure opportunities

POSITION PURPOSE

Supporting the implementation, marketing and provision of high quality programs and services to all age groups within the Library and through outreach activities; and the effective and efficient provision, development and promotion of library services to the community.

STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Assist the development of weekly, monthly and annual calendar of programs and activities at each service point as well as on Eventbrite	<ul style="list-style-type: none"> ▪ Annual calendar developed and implemented
Assist in developing and delivering programs, activities and events to meet library objectives and requirements and to meet changing community needs and demographics	<ul style="list-style-type: none"> ▪ Activities and events developed; speakers and presenters engaged and programs presented that reflect community diversity
Assist in the distribution of printed and online library promotion material	<ul style="list-style-type: none"> ▪ Quality, branded library promotional material distributed.
Provide support to Library Teams to help plan, develop, implement and promote library services and programs	<ul style="list-style-type: none"> ▪ Cooperative efforts achieved.
Assist in liaising with other Council departments to ensure that library events are promoted, when required.	<ul style="list-style-type: none"> ▪ Communications with other departments ongoing and productive
Assist in the development of customer surveys to ensure that library services are meeting the needs of the community	<ul style="list-style-type: none"> ▪ Surveys developed and conducted
Assist with the publicising of library programs throughout the community	<ul style="list-style-type: none"> ▪ Attendance at programs
Contribute to content for social media to showcase new and diverse uses of technology in the Library and promote relevant Library resources, services and programs.	<ul style="list-style-type: none"> • Increased community engagement through social media.
Contribute to the delivery of excellent customer service and support. Assist the community to access and use Library resources and services.	<ul style="list-style-type: none"> ▪ Customer needs satisfied
When rostered at customer service points undertake documented Library Assistant duties (as per the	<ul style="list-style-type: none"> ▪ Appropriate duties and responsibilities undertaken and services successfully delivered

Library Assistant job description) to ensure quality services are delivered, policies and procedures are followed, complaints managed, staff are informed and supported, and resources and facilities are used and maintained appropriately

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	Undertaking or have completed study towards a Library & Information qualification or equivalent Drivers Licence Current Working with Children Check
	Essential	Enthusiasm and awareness of the role of public libraries in the community Experience in working with the public with strong customer service skills Competent in the use of computer applications including digital collections, social networking tools and emerging technologies Ability to initiate and assist in the planning and delivery of library events, activities and promotion Sound knowledge of current trends in public libraries Effective interpersonal and team communication skills Ability to meet deadlines and work under pressure
	Desirable	Competent in the use of desktop publishing and video editing software

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> ▪ Community centred: Develop connections and collaborative partnerships to promote the library as a learning resource for the community ▪ Goals oriented: Work to achieve Unit, team and self-set goals. Take on challenging tasks when required and able to cope with the physical demands of the position ▪ Leadership: Participate and promote a workplace culture of learning and growth ▪ Communication skills: Work to build relationships with staff and the community. Communicate effectively to meet customer requirements ▪ People skills: Respond to customer requests, resolve disputes effectively and initiate, support and assist with and deliver learning programs to the community ▪ Professional development: Remain up to date with industry developments and identify and source learning opportunities for professional growth
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> ▪ Collaborate – We are a united team. We work together to deliver great outcomes for our community ▪ Achieve– We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community ▪ Respect – We communicate openly, act with integrity and are inclusive ▪ Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.
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CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

Conditions in accordance with Core Enterprise Agreement covering salaried staff.
35 hours per week over 7 days as rostered.

Position may be required to work at any Sutherland Shire branch library to meet operational needs.

This is a child related position under the definition of Council's Child Protection Policy.

This position has been identified as having the responsibility of managing cash transactions for the organisation when required. In undertaking these duties you are placed in a position of trust and must abide by Council's Code of Conduct at all times. In the event that fraudulent conduct is identified, ICAC will be notified and the disciplinary process will be followed