

POSITION DESCRIPTION

Position Title	Arts & Culture Customer Service Trainee – Library Services
Position No.	T9
Position Status	Temporary Full-Time (up to 12 months duration)
Business Unit	Arts and Culture
Division	Community and Culture
Classification	Trainee
	Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement
Date Approved	January 2021
Approved By	General Manager Community and Culture

WELLINGTON SHIRE COUNCIL VALUES

Cooperation	Working together, teamwork, collaboration and being solution oriented.
Integrity	Acting with respect, honesty, reliability, trust, tolerance and understanding.
Balance	Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources.
Professionalism	Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement.

POSITION OBJECTIVE

The Arts & Culture Customer Service Trainee – Library Services assists with services provided by the Arts and Culture Unit, specifically at the Wellington Shire Library. This will include assistance in the daily manual handling of Library resources including administrative and technical service operation of the Library headquarters which provides support to the Shire's Library branches. The Library Trainee may occasionally be required to work weekends as rostered and will work collaboratively with the other teams that operate within the shared Port of Sale Wellington Centre (Art Gallery and Visitor Information Centre)

ORGANISATIONAL RELATIONSHIPS

Reports to	Coordinator Library Services
Supervises	Nil
Internal Liaisons	All Council staff

External Liaisons

In conjunction with other Library staff, to groups and schools in the community to promote the use of the public Library, general public users of the Wellington Shire Library

DELEGATIONS/AUTHORISATION

This position has no delegations / authorisation to exercise power as conferred by sections 11 and 47 of the *Local Government Act 2020* and other legislation referred to in [S6 Instrument of Delegation](#) to Members of Council Staff, [S7 Instrument of Sub-delegation](#) by the Chief Executive Officer to staff or [S11 Instrument of Appointment and Authorisation](#).

QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE**Accountability and Extent of Authority**

- Under the general supervision of the Coordinator Library Services and/or Officers in Charge at Library branches, the Library Trainee is responsible for assistance in the day to day operation of the headquarters.
- The freedom to act is regularly reviewed by consultation with and reporting to the Coordinator Library Services, however, limited by documented objectives and guidelines of the Wellington Shire Library.
- Not able to officially approve or sign any documents, internally or externally, on behalf of the Wellington Shire Council.
- The conduct of the Library Trainee impacts directly on the quality of Library service delivered to the public.

Judgement and Decision Making

- May involve problem solving for unique client or service difficulties.
- Guidance and advice is always available.

Specialist Knowledge and Skills

- Broad general subject and current affairs knowledge.
- Certificate III or IV Business to be completed during term of traineeship.

Management Skills

- Accuracy and attention to detail, maintain concentration in routine work.

Interpersonal Skills

- Communication skills, with particular emphasis on verbal communication with Library staff and users, to provide an approachable customer manner and to basic assistance.

- Ability to gain co-operation of staff to achieve maximum operational efficiency and user satisfaction.

Qualifications and Experience

- General knowledge of computers and software applications.
- Current driver's licence.

The ability to obtain and maintain the following qualifications, registrations, certifications:

- Current driver's licence.
- Working with Children's Check.
- A Certificate in Business Administration.

PEOPLE - RESPONSIBILITIES

Developing people, assigning work, setting work environment, monitoring performance, developing own and team's accountabilities.

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, Corporate Performance Indicators (CPIs), service levels and other targets.
- Work in a manner that ensures adherence to Council policies and Occupational Health and Safety requirements incl. task analyses (if applicable).

OPERATIONAL - RESPONSIBILITIES

Developing technical knowledge, monitoring technical systems, managing stakeholder relationships.

- Effectively see all tasks through to completion in line with individual CPIs, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness as per Wellington Excellence to ensure continuous improvement.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
- Maintain complete and accurate records of all work-related activities including documentation and administration as per the Council's records management policy and adherence to the written style guide.
- Be familiar with and understand the strategic and operational risks relating to your business unit, advise supervisors of any new risks you may identify, and provide input, assistance and advice where applicable.
- Demonstrate a commitment to effective internal and external customer service.

SCHEDULING - RESPONSIBILITIES

Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team's work.

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- Assist with emergency related functions, by mutual agreement, if that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

POSITION SPECIFIC - RESPONSIBILITIES

- Deliver materials to Library branches on a regular basis or as required to maintain stock and fulfill requests by Library borrowers.
- Receive goods and process items as they arrive at headquarters for inclusion in the Library collection.
- Dispatch, receive, and redirect collection items to and from Libraries Victoria consortium libraries from headquarters each day.
- Maintain patron database records and regional collection database to provide accurate advice to Library users in accordance with CPIs.
- Assist with the weeding of book stock, shelving of books, other materials and repairing of books to maintain and up to date collection in accordance with CPIs.
- Assist in preparing of displays and running children's programs and activities in accordance with CPIs and business unit plan.
- Ensure required study is completed in line with the institutions training plan, seeking advice and assistance when needed to achieve a completed qualification.
- Assist with other general duties relating to the Wellington Centre, including assisting Art Gallery and Visitor Centre customers.