

Position Description



POSITION TITLE: Acting Library Supervisor
DEPARTMENT: People and Community Services
LOCATION: Bogan Shire Council Library, 73 Cobar Street Nyngan
REPORTS TO: Library Manager
DIRECT REPORTS: None
STATUS: Part Time
LEVEL: Grade 5
DATE PREPARED: 8/03/2018

POSITION NO: TBA
TYPE: Contract
HOURS: 22 hours per week
DATE REVISED:

AUTHORISATION

I hereby agree that this role statement accurately reflects work requirements.

Manager: _____
Name Signature Date

Employee
(if applicable): _____
Name Signature Date

POSITION CONTEXT

Bogan Shire Council is committed to providing a comfortable country lifestyle by progressively improving the level of appropriate facilities and services and encouraging growth and economic development that is responsive to the needs of the community.

This position contributes to this goal through the provision of professional and friendly, customer focussed library services and the maintenance of a quality Library which encourages and promotes education in the Community, offering a social and enjoyable library experiences for families, children and visitors.

MAIN JOB PURPOSE

The purpose of this role is to provide professional and friendly, customer focussed library services which encourage and promote education in the Community, maintaining quality Library resources for social and enjoyable library experiences for families, children and visitors as well as staff supervision of Library Assistants.

CUSTOMERS

- People who live, work in or visit Bogan Shire
- Elected Council members
- Council Management
- Council Staff

ORGANISATIONAL RESPONSIBILITIES

Be familiar with and follow the spirit and content of Council's Code of Conduct. A copy of this is provided with your appointment letter if successful.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Awards, Policies and Anti-Discrimination legislation
- Council's customer service standards and organisational values
- Workplace Health and Safety (WH&S) legislation
- Relevant Strategic and Operational Plans
- Standard Operating Procedures

KEY TASKS / ACCOUNTABILITIES

1. Lead and role model behaviour and maintain a supervision style that supports a team-based and customer-focussed culture within the department encouraging performance excellence, personal development, innovation and positive team values.
2. Effectively communicate all Council policies, procedures and decisions and other relevant matters to the Library team, ensuring they are understood and adhered to, providing training where necessary.
3. Monitor and supervise employee performance in line with the Model Code of Conduct, Local Government (State) Award, Council's Values and other work plans / schedules, adhering to the requirements of Council's Performance Management System.
4. Maintain Council's values and high customer service standards through the prompt and courteous response to counter and phone inquiries, ensuring the library circulation desk is always attended and phones are answered in a timely and polite manner.
5. Liaise weekly with the Manager People and Community Services on Library services and employee performance management issues, including the processes for managing poor performance and misconduct.
6. Manage and coordinate staff rosters.
7. Ensure staff timesheets are completed accurately and in a timely manner.
8. Provide quality library information services, promote and give advice on services through direct contact and telephone enquiries.
9. Ensure that all library resources received from all Libraries within the North Western Libraries are catalogued on a weekly basis.
10. Organise, co-ordinate the purchase of new release DVDs within the budget allocation.
11. Ensure that all library information and resources provided are catalogued and accurate and presented in an organised, visually appealing and accessible manner.
12. Liaise with the Finance Department to maintain Library resources and budgets using sound financial accounting capability.
13. Organising display areas - involves placement of materials on cork boards, carousels or display units as required.
14. Promote and coordinate Library and Community activities - includes programs such as storytime, CWA booklink program, holiday activities, summer reading program, children's book week and simultaneous storytime.
15. Co-ordinate and deliver books to housebound members at the Residential Aged Care facility and homes.
16. Undertake general administrative duties including message taking, faxing, emailing and completing paperwork associated with the operations and services of the library.
17. Daily accurate processing, receipting and reconciliation of cash sales of Library Services.

18. Sound level computer literacy with demonstrated aptitude in data entry and management, experience working with Microsoft Office (particularly excel, word and outlook), internet and other software applications with the capacity to adapt to Library's software packages.
19. Identify gaps in information resources available/provided by the library.
20. Establish and maintain effective working relationships, be self-motivated and contribute positively within a team environment.
21. Ensure accurate, appropriate and high quality written and verbal communication in all correspondence, reports, emails and forms etc. Draft letters and documents and process them as required.
22. Ensure that a safe and healthy environment is maintained for everyone through appropriate risk management measures and the application of Council's Workplace Health and Safety Policy and the Work Health and Safety Act 2011.
23. Undertake other duties as assigned by the Library Manager and/or Manager People and Community Services that are compatible with the job holder's level of skills, experience and capability.

NOTE: Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their grade level, in any role or area of Council.

KEY RESULT AREAS

1. Excellence in customer service and responsive delivery of accurate information.
2. Sound organisation leadership based on Council's values to develop, motivate and support employees and maintain a harmonious and effective team environment.
3. Confidentiality, integrity and professionalism are maintained throughout all tasks performed.
4. Compliance with Council and statutory reporting requirements with the provision of timely and accurate advice, information, reports and submissions.
5. Positive representation and effective communication on behalf of Council.
6. Positive feedback provided about Library Services.
7. All applicable Council policies, procedures and Code of Conduct are followed.
8. Risk Management and Workplace Health & Safety guidelines upheld.

COUNCIL VALUES

Bogan Shire Council has seven corporate values that guide our thinking, actions and decision making:-

Having respect for other people.

We treat everyone equally and work to build and maintain mutual respect amongst ourselves, as Shire staff and councillors, as well as with our customers.

Providing responsive customer service.

We recognise that our main function is to serve our local community and we make every effort to deliver quality services in a way that meets, or exceeds, their expectations.

Taking pride in Nyngan and the greater Bogan Shire.

We take pride in doing what we do well to make a difference for the benefit of the whole Bogan Shire community to preserve and improve our "comfortable country living".

Working together as a team to get things done.

We build teams that work together in a positive and supportive way to get the job done. Teams know that they rely on each individual to do their part and we encourage healthy two-way feedback.

Being accountable for our decisions and actions.

We accept responsibility for the decisions and actions that are taken on behalf of our community. Individually, all Council staff have ownership of their tasks and duties to make sure that we get the job done to the best of our ability.

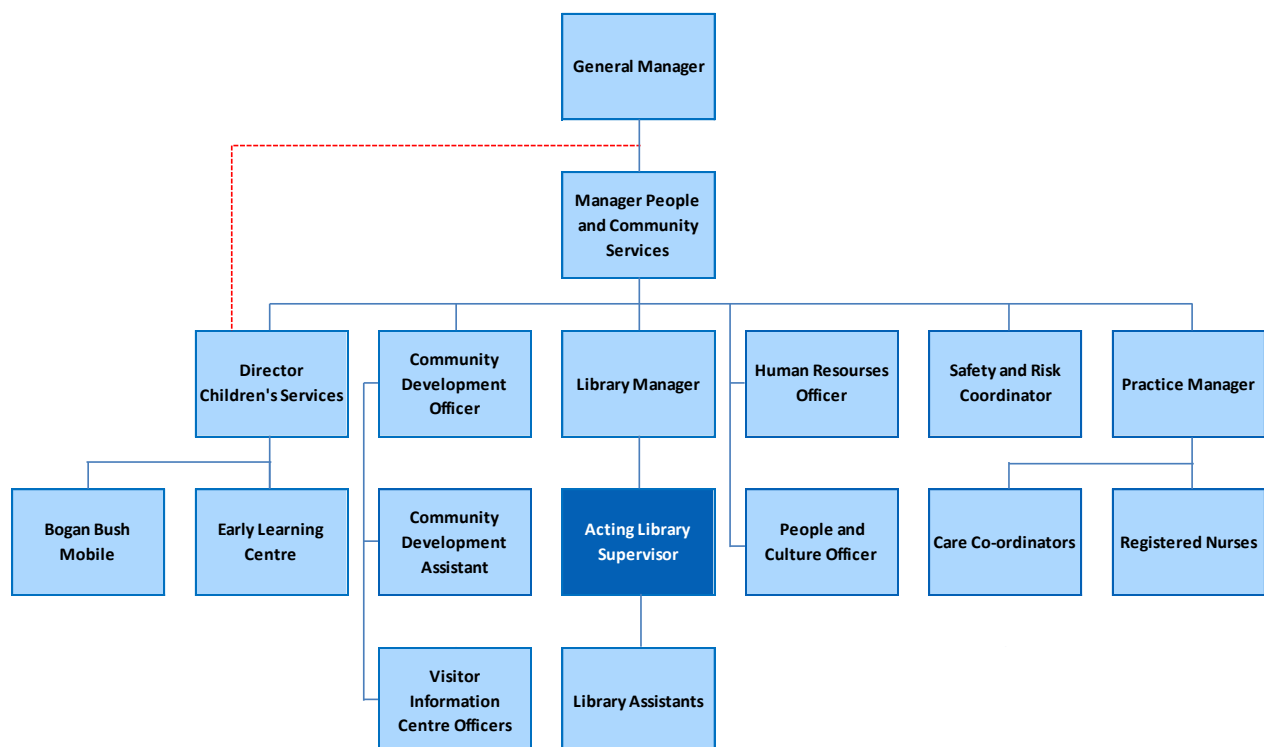
Acting with integrity and honesty.

Our dealings are open and transparent. We can be trusted to do the right thing and we strive to provide the best value for money to the community, our customers.

Demonstrating strong leadership

Together with our community we have established a vision for the future of our Shire and we are committed to planning for and leading the achievement of our community's strategic goals.

DEPARTMENTAL STRUCTURE



CONDITIONS

- Employment contract is for contract, part time work.
- Hours of work are 22 hours per week Tuesday to Saturday, 9.00am to 5.30pm, additional hours up to 35 hours per week, with a minimum 30 minutes meal break.
- Four (4) weeks annual leave per year (pro rata).
- Other leave entitlements in accordance with the Local Government (State) Award provisions.
- Superannuation paid by Council in accordance with legislative requirements.
- Entitlements to paid sick leave, carer's leave and health and well-being leave in accordance with the Local Government (State) Award.
- Bogan Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

KEY SELECTION CRITERIA

Essential:

1. Sound leadership skills including the ability to motivate, encourage and direct the efforts of others towards the achievement of goals and the completion of activities / projects in an environment which encourages performance excellence and a customer focus.
2. Demonstrated sound knowledge of business administration principles, practices and systems, with proficiency in office technology and a demonstrated ability to apply effective and efficient office management skills to achieve outcomes relevant to this position in an accurate and timely manner.
3. Demonstrated well-developed organisational skills to manage competing priorities, monitor and report progress and complete set outcomes within deadlines, including the ability to use these skills in the practical planning of daily, weekly and monthly tasks.
4. Proven high level attention to detail and accuracy, with the demonstrated ability to research, think analytically and plan work with proven problem solving skills and the ability to apply knowledge and experience to issues to develop potential options and recommendations for their resolution.
5. Proven ability to communicate clearly, accurately and effectively both verbally and in writing with a high degree of confidentiality and discretion including the ability to prepare and interpret routine reports and business correspondence / documents.
6. Proven proficient computer literacy with demonstrated aptitude in data entry and management, working with Microsoft Office - particularly outlook, word excel and access, familiarity with internet and online ordering, with the capacity to adapt from other software applications to Library's software.
7. Demonstrated interpersonal skills and ability to establish and maintain effective working relationships, work independently with minimal supervision, contribute positively within a team environment and promote a customer focus and service excellence culture.
8. Tertiary qualifications at AQF Level 4 (Certificate IV) in Library and Information Services or an associated relevant discipline with a minimum 12 months' demonstrated relevant administration experience
OR
A minimum 2 years' demonstrated relevant Library or administration experience.
9. Hold a current class C, P1 or P2 drivers licence or be eligible to obtain.
10. Have clearance to work with children, as verified through a current Working With Children Check.
11. Hold a current First Aid Certificate.
12. Be an Australian Resident or equivalent or holder of a visa allowing permanent employment in Australia.

Desirable:

1. Previous Library experience.
2. Previous Customer Service experience.
3. Previous stock ordering and receipting experience.
4. Local Government industry experience.