

# Library System Support and Innovation Officer



## Position Description

*opportunity » growth » lifestyle*

<b>POSITION NO:</b>	<b>850038</b>
<b>DIRECTORATE:</b>	<b>Community Development</b>
<b>DEPARTMENT:</b>	<b>Arts &amp; Culture</b>
<b>SECTION:</b>	<b>Libraries &amp; Learning</b>
<b>STATUS:</b>	<b>Permanent Part Time 34 hours</b>
<b>CLASSIFICATION:</b>	<b>Band 5</b>
<b>OCCUPANT:</b>	<b>Vacant</b>
<b>LOCATION:</b>	<b>Any Library Service Point</b>
<b>APPROVED BY:</b>	
<b>DATE:</b>	<b>February 2020</b>
<b>POSITION OBJECTIVE(S)/GOAL(S):</b>	
<ul style="list-style-type: none"> <li>Assist with the maintenance of the libraries' systems to ensure the best service delivery to the library community.</li> <li>Develop, facilitate and deliver engaging and innovative technology programs for staff and the public to enhance and encourage lifelong learning, and monitor and assist in the evaluation of the programs.</li> <li>Identify and be abreast of emerging technologies, digital inclusion and digital literacy to enhance training and program delivery.</li> <li>To provide efficient and effective customer service which maximises community enjoyment and use of Frankston City Libraries.</li> <li>To deliver first level ICT support and training to library customers and staff to maximise community enjoyment and use of Library IT resources and collections.</li> </ul>	

<b>KEY OUTCOMES AND RESPONSIBILITIES:</b>
<b>Library ICT Support &amp; Training</b> <ul style="list-style-type: none"> <li>Act as the first point of call for Frankston City Libraries ICT helpdesk calls and refer appropriate calls to the Team Leader Systems and Innovation or Council ICT helpdesk.</li> <li>Ensure all Library IT hardware and applications are well presented, clean and maintained</li> <li>Deliver training, to improve ICT skills and digital literacy for staff and patrons.</li> <li>Contribute to monthly and annual reporting requirements and ad hoc reporting as required</li> <li>Maintain accurate and up-to-date training records and data of training activities and participation</li> <li>Provide regular reports on all training undertaken</li> <li>Assist with and conduct training needs analyses to identify individual learning needs requirements and priorities</li> </ul> <b>Customer Service</b> <ul style="list-style-type: none"> <li>Deliver exceptional customer service that meets community expectations and responds to difficult situations with skill and diplomacy.</li> <li>Contribute to the development of high quality customer service approach within Council.</li> </ul>

- Respond to customer enquiries in a timely, accurate, efficient and effective manner.

#### Programs and Promotion

- Delivery and promotion of programs and activities and assist with facilitating groups through close consultation with the Team Leader Systems and Innovation
- Promote marketing initiatives, customer surveys and new advances in the library.

#### Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the Occupational Health and Safety Act 2004 and ensure that actions taken by the employee do not interfere with or place at risk the health, safety or wellbeing of the employee or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.
- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Staff Code of Conduct.

#### OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multiskilling provisions of the Frankston City Council Enterprise Agreement.

Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the *Emergency Management Act 1986*, this may include providing emergency response, relief and recovery services to the community.

#### POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check: **YES** ☒ **NO** ☐

#### WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check: **YES** ☒ **NO** ☐

#### AUTHORISATION/DELEGATION:

The incumbent will be an Authorised Officer under appropriate delegations: **YES** ☐ **NO** ☒

#### ORGANISATION RELATIONSHIPS AND RESOURCE MANAGEMENT RESPONSIBILITIES:

<b>Reports to:</b>	Team Leader Library Systems & Innovation
<b>Supervises:</b>	N/A
<b>Internal contacts:</b>	All Libraries staff , FAC staff Arts and Culture Department and Frankston City Council staff
<b>External contacts:</b>	Library patrons, library system vendors, Council contractors and suppliers, community and professional groups.

#### ACCOUNTABILITY AND EXTEND OF AUTHORITY:

The incumbent is responsible and accountable for:

- The position is directly supervised however the incumbent is able to solve problems using procedures and guidelines, professional or technical knowledge or experience with guidance always being available.
- Able to use initiative and discretion in the application of policies and procedures and legislative provisions to respond appropriately to patrons and emergencies within Frankston City Libraries.
- Access to passwords and codes as required whilst complying with the Frankston City Council Information Security Guidelines
- Assist with and conduct training needs analyses

The incumbent has the following delegations:

- Signing letters, reports etc.

The incumbent is accountable for:

- Exercising delegated authorities appropriately and in accordance with the relevant Instrument(s) of Delegation and legislation, as set out in the specific Instrument of Appointment and Authorisation, once signed by the Chief Executive Officer.
- Adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities, above.

#### JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- Flexibility in approach to work practices, with an ability to adapt to and support change in a dynamic environment.
  - The incumbent has the opportunity to make clear, concise and accurate judgements on an individual basis according to established procedure.
  - Ability to handle confidential information and situations in a sensitive manner.
  - Ability to work under pressure in a busy and demanding environment.
  - Assist with and/or implementing training and digital literacy support relating to staff and the community
- Guidance and advice are always available.

#### SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- Well-developed computer skills, knowledge of Microsoft Office applications and development in web technologies.
- Experience with an information management system.
- Knowledge of and experience in training, and the development and delivery of individual and group learning programs.

#### MANAGEMENT SKILLS:

The incumbent must demonstrate and apply the following management skills:

- Demonstrated ability to guide and train other staff and volunteers in routine matters.
- Demonstrated organisational skills and ability to anticipate and proactively address problems.
- Skills in managing time, responding to priorities, planning and organising own work.
- Proven initiative, along with a strong motivation to achieve outcomes.

#### INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- Demonstrated ability to work harmoniously as part of a team to deliver outstanding customer service.

- Ability to communicate and gain cooperation and assistance from Council staff, the public, volunteers and other organisations.
- The ability to influence, promote and implement new initiatives, concepts and changes
- Possess the physical abilities to satisfy the requirements of the position.
- Responsible for displaying a positive, friendly and professional attitude when dealing with both staff and the general public and for the timeliness, quality and appropriateness of service provided.
- Able to maintain a calm demeanour when under pressure.

#### QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the position:

- Qualifications in library studies, information technology, teaching, training, or similar.
- Knowledge of and experience in training, and the development and delivery of individual and group learning
- Experience in working in a public library, retail or similar.
- Current Victorian driver's licence.
- Demonstrated experience in frontline customer service

#### VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment in accordance with Council's Enterprise Agreement.

The Position Description will be reviewed annually, in conjunction with you, in accordance with Council's Enterprise Agreement, and as part of the employee's annual Performance and Development Review.

The Position Description is to be read in conjunction with the Council's Enterprise Agreement and the General Terms and Conditions of Employment

#### SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Position Description:

##### **Mandatory/Essential:**

1. Demonstrated ability to work productively as part of a team.
2. Demonstrated ability to work collaboratively with Council staff, the community, volunteers and other organisations.
3. Possess the physical abilities to satisfy the requirements of the position.
4. Qualifications in library studies, information technology, teaching or training and/or experience in the delivery of adult learning training
5. Well-developed computer skills including, knowledge of Microsoft Office applications and developments in web technologies and the ability to trouble-shoot IT issues.
6. Flexible and enthusiastic attitude to achieve positive outcomes for the Frankston community.

##### **Desirable/Optional:**

1. Experience in a public library environment.
2. Knowledge and use of ReM, Spydus, Pharos, RFID system and Eventbrite.

## PHYSICAL REQUIREMENTS OF THE POSITION:

The physical requirements of the position are outlined below:

Task	Performed Frequently	Performed Sometimes	Never/Rarely Performed
	More than 2 hours in 1 shift or continually for 30 min	Less than 2 hours in 1 shift	Infrequent use/activity
Keyboard duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Writing tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting (extended periods)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Briefly)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Extended)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving Car	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Light) <10kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Heavy) >10kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling tasks (Light) <10kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling tasks (Heavy) >10kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chopping/Digging tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bending/Kneeling requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing (stairs, ladders)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handling grease/oils	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to dust/dirt/hazardous materials	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to chemicals and/or detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stress - Difficult customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tight deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to hot/cold temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## AGREEMENT:

I accept and agree to the duties in this Position Description.

I understand that this Position Description is to be read in conjunction with Council's Enterprise Agreement and General Terms and Conditions of Employment, and I agree to abide by the terms and conditions of employment stipulated therein.

Name:

Signature:

Date: