

Position Description

Libraries Victoria & Collection Support
Team Member





OUR VISION

Our vision is for connected, inclusive and resilient communities that are supported to grow and thrive.



MISSION SUPPORTING OUR COMMUNITIES IS OUR MISSION. WE HELP PEOPLE:



Connect
We are responsive and bring people together



Belong
We are inclusive and work with you



Learn
Our free resources allow minds to explore and create

OUR VALUES

Relationships
We build relationships with our stakeholders, communities and each other.

Excellence
We will deliver excellence in everything we do.

Bravery
We anticipate and bravely adapt with the changing needs of our communities.

Child Safety Commitment

West Gippsland Libraries is committed to the safety and wellbeing of all children and young people.

Position Overview

West Gippsland Libraries is a library service that is constantly listening, testing and adapting to the changing needs of our community. We build knowledge and skills that strengthen our community. You will be focused on outcomes and work closely with, Regional Library Support staff, the Library Services Manager, Leadership Team and external stakeholders as outlined in this position description.

Employees of West Gippsland Libraries are all considered leaders in their field and will provide contemporary leadership that:

- Develops a (green) culture to empower all staff
- Encourages exploration of creative ideas
- Fosters kindness and support towards others
- Puts our values first when delivering services
- Works collaboratively with team members at all levels
- Adapts to the changing needs of our community
- Coaches people to be the best that they can be
- Understands and utilises the data that drives our business to help make informed decisions

We strive for continuous improvement and support each other to continuously lift our performance because we believe learning is a lifelong journey. Your role as a Patron Experience Officer encompasses the ability to support the patron experience, provide and guide with Library resources and enhance the lifelong journey our patrons have come to expect from the Library Corporation.

What you can expect

You will be focused on quality outcomes and work closely with the Information Technology Manager, the Collection Team, Regional Library Support staff, the branch team, the Library Services Manager, the Leadership Team and all other staff to deliver awesome services to our community in line with our strategy.

You can expect to:

- Proactively update your supervisor of your shifts activities to help support organisational success.
- Be savvy with our suite of cloud based systems, ensuring you are proactive, responsive, and efficient.
- Provide excellence in your daily activities, recognising that people in the organisation need to lead by example.
- Adopt a growth mindset to how you learn and interact with others.
- Adapt to the changing needs of the community and organisation.
- Build strong and trusted relationships with all people you work with and the patrons you are there to support.
- The organisation fosters creativity and new ideas and learns from failures.



A closer look at your role

The objectives of the position are to deliver on our commitment to the community as set out in the Library Plan.

You will be responsible for but not limited to:

- Building connections with the community and external delivery contractors.
- Be part of a team processing Library Victoria items (approx. 1 million items annually). Sorting of materials for delivery enroute and loading and unloading materials.
- To apply the policies and procedures of the West Gippsland Libraries as applicable to the areas of key responsibility.
- Foster a strong working relationship with team members across all libraries.
- Collection Support duties may include temporary tagging & un tagging of internal and external material.
- Resource supervision is set by clear objectives and frequent consultation with the Collection Team or Manager Information Technology.
- Contribute to and be part of an energetic team.

Culture and behaviours

West Gippsland Libraries is striving for a green (empowering, supportive, growth mindset) culture. Leading by example is essential to achieving this. To be successful in this role you will need:

Adaptability/Decisiveness

The ability to adapt your style to more effectively interact and achieve positive outcomes with diverse teams.

To show personal leadership by adjusting one's approach to the demands of a particular task by taking and maintaining a position in a self-assured manner.

Interpersonal Skills

An ability to work effectively with different people and teams of people by putting others at ease.

The ability to acknowledge diverse opinions, addressing relevant concerns, minimizing conflict while promoting harmony.

The ability to build trusted relationships and to lead by example embedding the organisations values.

Initiative/Perseverance

The ability to be willing to take action to address needs without being requested to do so.

An ability to stay on-task to completion, particularly in the face of obstacles or other trying circumstances.

Organisational Skills

The ability to plan and manage your time and work effectively.

The ability to attend to detail so that tasks are addressed and result in high-quality outcomes.

The ability to proactively manage your time and tasks to ensure excellent customer service to all stakeholders.

Stress Management

An ability to work well under pressure or opposition while maintaining effectiveness and self-control in the midst of any one or combination of stressors, including emotional/physical strain and fatigue.

Valuing Service and Diversity

An ability to be sensitive to customer and community needs and perceptions by providing prompt, efficient and equitable service.

An ability to consult with customers and community in the resolution of problems that affect them.



Organisational relationships

Reports to: Collection Team Leaders

Secondary Report: Manager Information Technology

Direct Reports: N/A

Accountability Reports: Deputy CEO

Stakeholders to this position

- Members of the Community
- Community Advisory Committee
- Couriers
- Leadership Team
- Library Branch Managers
- Library Employees

Knowledge and Skills

Interpersonal skills and attitudes

At West Gippsland Libraries, interpersonal skills and attitudes are essential to the success of our service.

To be successful you will possess:

- The ability to work as a team member and build and maintain close working relationships; and
- High level emotional intelligence skills and capabilities; and
- An ability to work under pressure in a flexible environment;
- An optimistic look on life;
- To be able to communicate effectively.
- Have good team work skills.
- Be flexible and persistent;
- Be able to analyse and solve minor problems in accordance with the organisations policy and procedures.
- Excellent time management skills.

Interpersonal skills and attitudes (continued)

- An ability to self-motivate and a willingness to professionally develop.

Accountability and extent of authority

You are authorised to:

- Apply the policies and procedures of West Gippsland Libraries.
- They may be required to supervise and coordinate others in similar or related work.
- You are required to consistently and productively manage your time, the quality and quantity of your own work.
- Be responsible for high standards and the image of the Service.

Judgement and decision making

- You will be required to solve minor problems in accordance with organizational policies and procedures.
- This position requires personal judgement and will work under general supervision.

Management skills

- Possess excellent organisational and time management skills to ensure deadlines are met;
- Understand and uphold the organisational goals and values at all times;
- Look for opportunities to find new ways of doing things.



Specialist knowledge and skills

- You will possess basic computer knowledge and be able to adapt to new systems quickly.
- A 'can do attitude' and willingness to take on challenges;
- Must be comfortable using technology or learning to use new technology;

Experience

To fulfil the requirements of the role you will be required to have the following skills:

- Demonstrated customer service skills.
- An understanding of the relevant technology, procedures and processes used within the Microsoft Suite.

Qualifications

- Min Yr 11 qualification

Health, safety and risk duties and responsibilities

West Gippsland Libraries endeavours to provide a working environment that is safe and without risk to health, for its employees, residents, contractors, volunteers and visitors. An employee is required to:

- Take reasonable care for their own safety and that of anyone else who could be affected by their actions or for whom they have a supervisory responsibility
- Fully cooperate with management in any action it considers necessary to maintain a working environment that is safe and without risk to health
- Ensure all appropriate actions are taken to implement and attend all occupational health and safety policy, procedures and legislative requirements
- Participation in OH&S training as required
- Demonstrate a commitment to occupational health and safety
- Comply with the staff Code of Conduct
- Understand and utilise WGL OHS digital platform - Donesafe.
- Smoking is not permitted in, or in close proximity to, West Gippsland Libraries owned and/or managed buildings and vehicles.

Physical requirements

Daily work will be performed in an indoor environment, such as:

- The work environment may include uneven surfaces and up and down stairs.
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads in compliance with the Australian OHS Act 2004.
- You must have the stamina to work long hours, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings and/or varying shifts.



Continued Professional Development

Learning is a lifelong process. Continued Professional Development can be formal or informal and will be discussed with you at your annual performance review or at interims if formally requested.



Classification and Authorisation

Employee Name:	
Effective Date:	
Job Title:	Libraries Victoria & Collection Support Team Member
Position Classification	Contracted 12 Month position 3A @3A EBL38 \$28.30 per hour rate
Location:	Regional Support Centre, Warragul
Requirements:	Current Driver's Licence, Police check and Working with Children Check
CEO Authorisation:	
Employee Signature:	

