



Southern Downs
REGIONAL COUNCIL

POSITION DESCRIPTION

Position Title:	Library Officer	Reports to:	Branch Coordinator
Department:	Community Services	Directorate:	Customer and Organisational Services
Stream:	Stream A admin	Pay Level:	Level 2 (Division 2 - Section 1) \$2,575.55 - \$2,743.23 / fortnight plus superannuation (pro rata for part-time positions)
Award:	Queensland Local Government Industry Award – State 2017	Agreement:	The Southern Downs Regional Council Certified Agreement, as amended

1.1 THE DEPARTMENT

The Community & Cultural services department works within the Customer and Organisational Services Directorate to promote a sustainable Southern Downs where all residents have the opportunity to grow, learn, create, care and connect within.

Community & Cultural Services play a key role in improving the wellbeing of the Southern Downs community. The department maintains a variety of community facilities and coordinates initiatives such as disaster response and recovery and civic events. The Department delivers on strategies to support mutual collaboration opportunities between community groups, encourage capacity building and foster a connected and engaged community.

1.2 VALUES

Southern Downs Regional Council recognises our people as our strength, and our five values guide how we work with each other, our actions, our decision making and how we serve our community. Our values bring us all together and contribute to our employees having a meaningful and rewarding career, with opportunities to grow and thrive.



Act with Integrity | **One Region, One Team** | **Lead by Example** | **Service Excellence** | **Our People, Our Strength**

1.3 THE OPPORTUNITY AND JOB ROLE

Contribute to the efficient and effective functioning of the Library, by providing library services to the community which are compatible with Council goals, plans and policies.

1.4 KEY RESPONSIBILITIES AND DELIVERABLES

The key responsibilities may be modified from time to time to ensure the expected outcomes support the Council's operational and corporate plans. All duties are to be conducted in an efficient, timely, professional and safe manner.

The key responsibilities and deliverables for this role include:

- Maintaining records consistent with Council requirements and the Privacy Principles;
- Provide a high-quality customer service to both internal and external clients
- Undertake circulation and other duties as directed by Supervisor
- Assist members of the public with the use of the library, including technologies
- Assist members of the public with information and reader services
- Processing and maintaining library materials
- Assist with the development and running of library programs and displays, including children's programs
- Administrative assistance to the Branch Coordinator
- Maintain confidentiality of Council information obtained during the course of employment
- Participate in the Regional delivery service, including driving to service points and managing materials
- Other duties as directed by the supervisor.

1.5 SELECTION CRITERIA

ESSENTIAL CRITERIA

- Substantial customer service experience involving face to face interactions and demonstrated commitment to providing excellent client service, including highly developed interpersonal skills
- Demonstrated strengths in literacy and numeracy, attention to detail
- Demonstrated current technical ability in a variety of information technology systems relevant to library services
- Demonstrated ability to operate effectively within a team environment
- Strong organisational skills and demonstrated ability to manage time effectively to achieve outcomes within required timeframes
- Proven ability to work with limited supervision and maintain confidentiality
- Ability to undertake physical tasks including bending, lifting, carrying and reaching
- Knowledge of work health and safety considerations relevant to the role and how to limit risks in the environment where this role operates
- Adherence to the SDRC Values
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DESIRABLE CRITERIA

- A sound understanding and general interest in Local Government operations
- Experience in working in a library or a general understanding of library operations
- A basic understanding of cataloguing

1.6 REQUIRED LICENCES AND QUALIFICATIONS

- A Class C (car) licence or greater
- A Blue Card (Working with Children) or the ability to obtain this prior to commencement

1.7 DESIRABLE LICENCES AND QUALIFICATIONS

- Relevant qualification of at least certificate level

1.8 WORK HEALTH AND SAFETY RESPONSIBILITIES

- Comply with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Work Health and Safety Policies and Procedures.
- Comply with instructions given by the relevant manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons.

1.9 ORGANISATIONAL RESPONSIBILITIES

- Comply with all the requirements of Council policies and procedures as amended from time to time.
- Ensure complete and accurate records are captured, created and maintained.
- Deliver high quality customer service within the organisation and to the public.
- Ensure the security and appropriate intended use of Council information at all times.

1.10 OTHER POSITION REQUIREMENTS

PROBATION PERIOD

- This role is subject to a three (3) month Probation period to a maximum of six (6) months, during which time the employee will be assessed for suitability as part of ongoing development in the role.

PRE-EMPLOYMENT CHECKS

- Prior to employment external candidates **will** be subject to the following checks in most instances:
 - National Criminal History Check (mandatory)
 - Pathology Drug and Alcohol screening (mandatory)
 - Reference Checks (mandatory)
 - Health Declaration (mandatory)
- Prior to employment external candidates **may** also be subject to the following checks:
 - Functional Capacity Assessment / Fitness for Work (to assess physical suitability for the role)
 - Formal qualifications check
 - Rights to Work in Australia – VEVO check
 - Licence disqualification / traffic history checks with Queensland Government
 - Blue card Working with Children Check
 - Any other check that is reasonably required by Southern Downs Regional Council

1.11 REPORTING STRUCTURE

ORGANISATIONAL RELATIONSHIP



Council values diversity and welcomes applications from people of all backgrounds and cultural heritage, that have working rights in Australia.



Southern Downs
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Southern Downs

A great place to live, work, play and stay.