



Mansfield Shire

Position Description

Library Services Officer

High Country, Lakes and Rivers



Library Services Officer

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

| Position Number | Classification | Date |
|--------------------------------|-----------------|---------------|
| 6.33 | Band 5 | November 2024 |
| Unit | Enquiries | Status (FTE) |
| Community Health and Wellbeing | Justine Shelton | 0.78 |

Position Overview

The role, as part of the Community Health and Wellbeing Unit, is responsible for contributing to the provision of a welcoming and friendly, well-organised and effective library and information service to meet the library needs of the Mansfield Shire Community.

Key Accountabilities

- ▶ Oversees the day-to-day operations of the Mansfield Library
- ▶ Provide a prompt and friendly customer service for all Library users
- ▶ Perform circulation desk routines accurately and efficiently
- ▶ Provide quality information and readers advisory services to all patrons
- ▶ Use initiative to create, organise and conduct programs and events within the resources available
- ▶ Assist in maintaining the Library in good order (shelving, shelf reading, reporting equipment faults)
- ▶ Prepare displays and publicity materials
- ▶ Provide library users with tech and eResource help
- ▶ Provide guidance and training for other library officers and volunteers
- ▶ Assist the Mansfield Library Services Coordinator to plan and implement Library goals that align with the Council plan
- ▶ Assist the Mansfield Library Services Coordinator to liaise with High Country Library Network Hub regarding collection management and library specific policies and procedures
- ▶ Perform general administrative functions in relation to the position and team functionality



- ▶ Perform other duties as directed in accordance with the responsibility and skill level of the position

Organisational Relationship

Reports to

Coordinator Library Services

Supervises / Manages

Volunteers, Work experience students, Student based apprentices

Internal Liaisons

All other staff

External Liaisons

- ▶ General public, residents and ratepayers, tourists
- ▶ Community Groups, businesses, and organisations
- ▶ Local media
- ▶ Educational institutions
- ▶ High Country Library Network, Public Libraries Victoria, State Library Victoria

Specialist Knowledge and Skills

Knowledge of:

- ▶ Council Plan
- ▶ Units' business plan
- ▶ Knowledge of general reading interests and popular literature
- ▶ Library sector

Skills and Competencies

- ▶ Information technologies and library applications
- ▶ Records management

Our Values

Communication

Co-operation

Trust and
Honesty

Respect

- ▶ General computer and office equipment
- ▶ Customer service

Qualifications and Experience


Experience

- ▶ Some experience in similar positions is desirable

Qualifications

- ▶ Certificate III in Library and Information studies or equivalent in other relevant discipline
- ▶ Current Victorian drivers' licence
- ▶ VCE or equivalent
- ▶ Working with Children Check

Key Selection Criteria

- ▶ Excellent oral communication skills
 - ▶ Well-developed written communication skills
 - ▶ Demonstrated initiative and innovative thinking
 - ▶ Demonstrated time management, priority setting and organisational skills
 - ▶ Demonstrated ability to establish partnerships and links with community groups and networks
 - ▶ Demonstrated ability to work as part of a team
 - ▶ Demonstrated ability to plan, organise and deliver activities to clients and community groups
 - ▶ Demonstrated ability to complete the technical abilities
 - ▶ Evidence of appropriate qualifications
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Position Descriptors – Band 5

Organisational Accountabilities

- ▶ Ensure that Mansfield Shire Council's Code of Conduct and all policies and procedures are adhered to including Occupational Health and Safety (OH&S) and Human Resource management procedures and practices.
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ Understand the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service and accurate information on Council products and services, communicate with customers in a friendly and courteous manner, effectively manage their enquiries and complaints and deliver timely punctual and reliable service.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ Support principles in place to make informed decisions in relation to services and assets considering built, social, economic and natural impacts of service delivery, asset provisions and asset maintenance.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Be committed to and implementation of the Council Plan and Annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff across all departments.
- ▶ Understand the Best Value principles and practices relevant to the Department.
- ▶ Contribute to the improvement of the department by innovation and personal initiatives and contribute to team meetings..
- ▶ A commitment to the principles that support the safety and wellbeing of all children

Interpersonal Skills

- ▶ Well-developed oral and written communication skills.
- ▶ Ability to discuss and resolve problems.

Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community Health & Wellbeing
- ▶ People, Communication & Governance
- ▶ Capital Works & Operations
- ▶ Investment & Planning Services.
- ▶ Business & Finance

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilise the skills and experience of staff in the most effective

Extent of Authority

Freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to the department manager.

Judgement and Decision Making

- ▶ Work generally falls within specific guidelines, but with the scope to exercise discretion in the application of established standards and procedures.
- ▶ Problems are occasionally of a complex or technical nature with solutions not always related to previous situations and some creativity and originality is required.
- ▶ The effect of decisions or actions is usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.
- ▶ Objectives of the work are usually well defined, but incumbent must be capable of selecting from the methods, processes or equipment available.
- ▶ Must be able to quantify the resources required and guidance and advice is usually available within the time available to make a choice.

Management Skills

- ▶ Skills in managing time, setting priorities, planning and organising one's own work.
- ▶ Supervision skills to establish and maintain productive relationships with staff, community internal and external stakeholders.
- ▶ Knowledge of, and ability to implement personnel practices including equal opportunity and health and safety, training and development.
- ▶ Apply initiative and innovative thinking to organisational problems.
- ▶ Achieve annual strategic performance objectives set for the position.

Diversity and Inclusion

- ▶ Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- ▶ We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

How to apply

- 1 Cover letter**

Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**

Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**

Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**

Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at mshire.co/applicant-information, for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Justine Shelton, Coordinator Library Services on (03) 5775 8620

More detailed information on how to apply is available at
mshire.co/applicant-information

including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by CEO:



Employee's
Signature

Date:

25/11/2024

Employee's
Name

Date: / /



Mansfield Shire