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| Position Description **Trainee Assistant Librarian** |  |

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| **Directorate**  | **Governance & Community Development** |
| **Reports to** | **Librarian** |
| **Position Code** | **ALT1** |
| **Classification** | **Band 1 Level 1 T2-T5** |
| **Status** | **Fulltime fixed term 2yrs (35 hours per week)** |
| **Other conditions & benefits** | **N/A** |
| **Pre-employment checks/legislative requirements** | **Medical Check, WWCC** |
| **Location** | **70 Market Street Balranald, NSW** |
| **Date position description approved** | **30 May 2025** |

# **Council overview**

Covering approximately 21,400 sq kilometres, Balranald Shire encompasses a diverse natural landscape which includes the world heritage listed Mungo National Park and the picturesque Yanga National Park.

Surrounded by the wonders of the Murrumbidgee, Murray, Lachlan, Wakool and Edward Rivers, the area offers the opportunity to relax and enjoy some of the most unique natural scenery in Australia. There is an abundance of great fishing, water sports and nature just waiting for you.

Balranald is situated on the Sturt Highway and is just a 1 hour drive from the regional city of Swan Hill and 1¾ hours’ drive from Mildura.

The area is surrounded by rich agricultural lands, the unique townships of Balranald and Euston and the hamlets of Kyalite, Oxley, Hatfield and Penarie (Homebush).

# **Council values**

Honesty, Respect, Enjoyment, Teamwork, Openness, Leadership, Customer Focus.

# **Primary purpose of the position**

The Trainee Assistant Librarian assists the Librarian with all aspects of managing an efficient and effective Library Service to the community; including administrative support in a professional and responsive manner, program organisation and running (children, youth & elderly groups) and deliver a high-quality customer service experience for Balranald Shire Council library visitors.

Over the course of the traineeship the incumbent will develop and apply the skills and competencies acquired to be a highly effective Assistant Librarian. The trainee will complete a Certificate 111 in Library and Information Services throughout the term of the contract.

# **Key accountabilities**

Duties will include but not be limited to:

1. Ensuring all customers have a positive library experience.
2. Assist with creating a welcoming experience, engaging with customers throughout the library.
3. Engaging customers maximising their use of the library, resources, equipment and technology.
4. Assist with the maintenance of the library customer service area, through cleaning items as
required, shelving of resources, shelf tidying, maintaining noticeboards and updating promotional exhibitions and displays.
5. Assist with customer service tasks; issuing and returning loans, processing transactions, providing basic information about the library, directional enquiries and event bookings.
6. General administrative duties; Photocopying/printing/laminating; Ensure fax, copier and local area printer have sufficient paper and toner supplies; Electronic record keeping.
7. Assist with the preparation of resources for library activities and programs.
8. Contribute to the collection maintenance workflow by assisting with deletion, processing of new library resources and repair of existing stock.
9. Provide sound customer service on behalf of Council with both internal and external customers and ensure that all enquiries are referred to the appropriate person.
10. Undertake other duties as required that are within the limits of the employees’ skills, this may include other administration duties or the operation in other departments.
11. Team player participating in work related activities, to contribute to personal and departmental wellbeing.
12. To ensure a professional and friendly work environment while providing a helpful, efficient, and courteous service to other Officers, Councillors, and the public.
13. To display a positive attitude towards Council policy and decisions in relation to the position and the public image of the Council.
14. Presentation of a courteous and helpful image to Councillors, internal officers, outside organisations and customers.

Key challenges & complexities

1. Ensure good time management skills, working as part of the BSC team whilst keeping up to date with your studies.
2. Ensure the General Manager and Directors are informed of any issue which may affect the community and/or service delivery.

# **Key relationships**

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|  **Internal** | **Why** |
| Employees, Coordinators, Directors | The position is required to provide decisions which typically span across the whole organisation. |
|  **External**  | **Why** |
| Residents and ratepayers, Government Agencies | The position contributes to the organisation’s overall direction and has significant influence on the areas overseen. The position provides a critical service function on behalf of Council. |

# **Autonomy and Decision Making**

The role requires the employee to deliver advice and service on behalf of Council as well as assisting and working with other staff. Judgement and independent research may be required, when there are no clear answers. Decisions are typically guided by broad policy, legislation or discussions with the relevant Director.

Code of Conduct, Policies, Protocols and Procedures

All employees are to adhere to Council’s Code of Conduct, Policies and Procedures at all times.

# **Fraud and Corruption Prevention**

Council has a zero tolerance towards fraud, corruption or any behaviour that may bring Council into disrepute with the community. All Council employees have a responsibility to identify, prevent and report fraud, corruption and behaviour that may bring Council into disrepute.

# **WHS & Risk Responsibilities**

* Act at all times in a manner which does not place at risk the health and safety of any person in the workplace.
* Maintain a safe work environment in accordance with Balranald Shire Council’s Workplace, Health and Safety Policies and Procedures.
* Assist in the on-going maintenance of a safe workplace through involvement in the implementation of safe systems.
* Actively participate in the rehabilitation of employees injured at work.
* Participate in mandatory Health and Safety training sessions.
* Identify, analyse and treat hazards in the workplace.
* Be responsible and accountable for taking practical steps to minimise Council’s exposure to risk in so far as it reasonably practicable.
* Understand and adhere to the principles of Risk Management relevant to the job role.
* Provide input into various risk management activities.
* Report all emerging risks, issues and incidents.

# **Selection Criteria**

# **Essential Experience & Qualifications**

1. A strong interest and/or experience in library service, business and customers.
2. Ability to undertake a Certificate IV in Library and Information Services.
3. Excellent written and oral communication skills.
4. Excellent time management and organisational skills.
5. Demonstrated problem solving abilities.
6. Strong attention to detail.

# **Desirable Requirements**

1. Satisfactory completion of Higher School Certificate or equivalent (or working towards)
2. Ability to act in a support role for the library, face to face and over the phone and electronically
3. Commitment to quality customer service.
4. Proficiency in a range of software packages including MS Office
5. Ability to work unsupervised, prioritise and complete delegated tasks
6. P1, P2 or Class C Drivers Licence

# **Acceptance of Position**

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position. I understand this position description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list.

I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.

Signature: Date:

# **Attachments:**

* Local Government Capability Framework

# **Capabilities for the role**

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

| Local Government Capability Framework |
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| **Capability Group** | **Capability Name** | **Level** |
| **Personal attributes** | Manage Self | Foundational |
| **Display Resilience and Adaptability** | **Foundational** |
| Act with Integrity | Foundational |
| Demonstrate Accountability | Foundational |
| **Relationships** | Communicate and Engage | Foundational |
| **Community and Customer Focus** | **Foundational** |
| Work Collaboratively | Foundational |
| Influence and Negotiate | Foundational |
| **Results** | Plan and Prioritise | Foundational |
| Think and Solve Problems | Foundational |
| **Create and Innovate** | **Foundational** |
| Deliver Results | Foundational |
| **Resources** | Finance | Foundational |
| Assets and Tools | Foundational |
| **Technology and Information** | **Foundational** |
| Procurement and Contracts | Foundational |

# Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

| Local Government Capability Framework |
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| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Display Resilience and Adaptability | Foundational | * Adapts to changing work tasks and environments
* Is open to new ways of doing things
* Stays calm in difficult situations
* Does not give up easily when problems arise
* Asks questions and offers own opinion
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| **Relationships**Community and Customer Focus | Foundational | * Shows awareness that he/she is working for the community
* Shows respect, courtesy and fairness when interacting with customers and members of the community
* Listens and asks questions to understand customer/community needs
* Informs customers of progress and checks their needs are being met
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| **Results**Create and Innovate | Foundational | * Contributes own knowledge and ideas
* Suggests improvements to the way work is done
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| **Resources**Technology and Information | Foundational | * Shows confidence in using the technology required in the role
* Uses technology appropriately, in line with acceptable use policies
* Completes work tasks in line with records, information and knowledge management policies
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