

## Positions Vacant

### Shellharbour City Libraries

Shellharbour City offers coastal, urban and rural lifestyles in one of the fastest growing regions of NSW, located just 1 1/2 hours south of Sydney and serving a population of over 70,000 people.

Shellharbour City Council is seeking dynamic and customer-focused staff to join the Libraries and Museum team. The staff will support the newly-activated City Library, as well as the ongoing development of Shellharbour City Libraries through a series of new buildings and refurbishments to deliver five vibrant and welcoming libraries across our area.

We are looking for energetic, engaging individuals with a strong commitment to innovation and collaboration who are enthusiastic about the role of the library as a community hub.

You will be passionate about actively reaching out and engaging with the community ensuring that customers have a positive library experience at any of our library service points, through roving customer service or at pop-up libraries.

All our team members require a high level of digital literacy skills and the confidence to support customers in new technologies.

### Interested?

We are seeking applicants for the following positions:

**Branch Supervisor, City Library readvertised (Ref: 03/18 – full time position)**

**Branch Supervisor (Ref: 04/18 – full time position)**

**Library Programs Officer (Ref 05/18 – part time position)**

**Children's and Youth Librarian (Ref 06/18 – temporary position)**

The Branch Supervisors will coordinate the day-to-day operations of a library service point – working collaboratively to provide quality customer experiences, services and program delivery meeting community needs.

The Library Programs Officer will support the Programs and Partnerships team to deliver a range of programs to diverse audiences and target groups. This is a part time position at 20 hours per week.

The Children's and Youth Librarian will develop, provide and promote quality engaging library programs, collections and services for children and young people. This is a temporary maternity relief position, up to 35 hours per week, for a period up to 31 December 2018. An extension to the temporary period may occur without further advertising

**Please note:**

- These positions will be engaged on a 7-day roster including evening and weekend shifts.
- It is essential for these positions that you possess a “Working with Children Check” clearance in accordance with the Child Protection (WWC) Act 2012.
- Conditions of employment are in accordance with the Local Government State Award, relevant legislation and Council's policies and procedures.
- Branch Supervisor, City Library (Ref 03/18) is a readvertised position. Previous applicants will need to reapply.

**How to apply:**

Your application will need to address the essential and desirable criteria outlined on the position description, quote the reference number and include a resume with contact details for at least two referees.

**Interested in more than one position?**

A separate application is required for each position.

For further information about these positions, including details on applying for a position with Shellharbour City Council please see Council's website at [www.shellharbour.nsw.gov.au](http://www.shellharbour.nsw.gov.au)

Specific enquiries may be directed to Margie Kirkness on 0447 106 597.

Please mark your application “Confidential Job Application” and send it electronically to [jobs@shellharbour.nsw.gov.au](mailto:jobs@shellharbour.nsw.gov.au)

**Applications close:** 4.00pm, Friday 9 February 2018.

***Shellharbour City Council is an equal opportunity employer***



**Ref: 03/18: Please address the essential and desirable criteria.  
This is a readvertised position. Previous applicants will need to reapply.**

| <b>POSITION DESCRIPTION</b>   |   |
|---|---|
| <b>Title:</b>   | <b>Branch Supervisor City Library</b>   |
| <b>Section:</b>   | <b>Libraries and Museum</b>   |
| <b>Reports to:</b>  | <b>Team Leader Library Experience</b>   |
| <b>Grade:</b>   | <b>13 (Salary up to \$1167.80 per week)</b>                                     |
| <b>Hours:</b>   | <b>35 hours per week on a 7 day roster including evening and weekend shifts</b> |
| <b>Vehicle:</b>   | <b>No</b>   |
| <b>Position Purpose</b>   |   |
| <p>To lead and manage the daily operations of Council's City Library – working collaboratively to provide quality customer experiences, services and program delivery that meet community needs and enhance the reputation of Shellharbour City Libraries</p>   |   |
| <b>Qualifications and Experience</b>  |   |
| <i>(Minimum required/essential for success in the job)</i>  |   |
| <p><b><u>Essential:</u></b></p> <ul style="list-style-type: none"> <li>• Library Diploma or equivalent qualification</li> <li>• High level customer service experience, including skills in negotiation and problem solving</li> <li>• A broad range of experience in the delivery of library services including reader's advisory, collection maintenance, rosters and systems</li> <li>• Substantial experience in a frontline customer service role with a demonstrated commitment to enhancing the customer experience</li> <li>• Demonstrated ability to supervise, support and develop staff in a team environment</li> <li>• Energetic, engaging and enthusiastic with a genuine interest in community life and libraries and a strong commitment to innovation</li> <li>• High level literacy skills, including knowledge of reader's advisory tools. Well-read.</li> </ul> |   |

- Current high level digital literacy skills with the confidence to support customers with diverse technology across multiple devices, platforms, apps and software
- Excellent communication, and time management skills
- Experience in contributing to improvements to a quality management system or suggestions for other business improvements
- Cash handling experience
- Current Class C Drivers Licence
- Ability to pass the Working with Children Check

**Desirable:**

- Knowledge of relevant library and workplace legislation
- Experience in delivering library programs and promotions

## Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

### **Library Branch Management**

- Manage daily operations of City Library including staff, resources and services
- Support the provision of quality customer service, information and readers' advisory services, answer complex enquiries and manage complaints
- Support the delivery of library programs that meet local needs and interests
- Maintain branch records and systems to provide timely and accurate data and reports
- Participate in the continuous improvement of library procedures

### **Customer Experience**

- Promote the Council, Library and Museum brand by being positive, enthusiastic, engaging and proactively adding value to the customer experience
- Actively engage with the community where they are: via roving customer service, side-by-side assistance or participating in pop-up libraries
- Assist customers in the use of technology and equipment, provide eResources education as required and promote the use of clever technology relevant to customers
- Contribute to the maintenance of an attractive and welcoming environment using agreed marketing techniques and displays that engage customers

### **Leadership**

- Demonstrate leadership by being a positive role model for branch staff
- Supervise, develop and train staff in a team environment
- Ensure branch staff are aware of procedures and policies

- Conduct performance and development reviews for branch staff
- Contribute actively to meetings and other communications channels of the Library Experience team and the broader Libraries & Museum team

### **Contribute to the overall operation of the organisation**

- Apply and demonstrate Council's organisational values across all areas of work
- Be conversant with Council policies and procedures and implement respectfully and consistently, balancing organisational integrity with the needs of the customer
- Contribute to a positive team environment that is focused on continuous improvement
- Work collaboratively with other sections of Council to meet community needs

### **Professional development**

- Stay connected with developments in public libraries via industry networks, training and seminars
- Keep up-to-date with new and diverse technology relevant to public libraries
- Undertake rotation of roles throughout the library service to support career development and organisational needs

### **Work Health & Safety**

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Ref: 04/18: Please address the essential and desirable criteria.

| <b>POSITION DESCRIPTION</b>   |   |
|---|---|
| <b>Title:</b>   | <b>Branch Supervisor</b>  |
| <b>Section:</b>   | <b>Libraries and Museum</b>   |
| <b>Reports to:</b>  | <b>Team Leader Library Experience</b>   |
| <b>Grade:</b>   | <b>12 (Salary up to \$1121.85 per week)</b>                                     |
| <b>Hours:</b>   | <b>35 hours per week on a 7 day roster including evening and weekend shifts</b> |
| <b>Vehicle:</b>   | <b>No</b>   |
| <b>Position Purpose</b>   |   |
| <p>To lead and manage the daily operations of a library service point – working collaboratively to provide quality customer experiences, services and program delivery that meet community needs and enhance the reputation of Shellharbour City Libraries</p>  |   |
| <b>Qualifications and Experience</b>  |   |
| <i>(Minimum required/essential for success in the job)</i>  |   |
| <p><b><u>Essential:</u></b></p> <ul style="list-style-type: none"> <li>• Library Diploma or equivalent qualification</li> <li>• High level customer service experience, including skills in negotiation and problem solving</li> <li>• A broad range of experience in the delivery of library services including reader's advisory, collection maintenance, rosters and systems</li> <li>• Substantial experience in a frontline customer service role with a demonstrated commitment to enhancing the customer experience,</li> <li>• Demonstrated ability to supervise, support and develop staff in a team environment</li> <li>• Energetic, engaging and enthusiastic with a genuine interest in community life and libraries</li> <li>• Demonstrated enthusiasm for libraries and a strong commitment to innovation</li> <li>• High level literacy skills, including knowledge of reader's advisory tools. Well-read.</li> </ul> |   |

- Current high level digital literacy skills with the confidence to support customers with diverse technology across multiple devices, platforms, apps and software
- Excellent communication, negotiation, problem solving and time management skills
- Experience in contributing to improvements to a quality management system or suggestions for other business improvements
- Cash handling experience
- Current Class C Drivers Licence
- Ability to pass the Working with Children Check

**Desirable:**

- Knowledge of relevant library and workplace legislation
- Experience in delivering library programs and promotions

## Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

### **Library Branch Management**

- Manage daily operations of branch including staff, resources and services
- Support the provision of quality customer service, information and readers' advisory services, answer complex enquiries and manage complaints
- Support the delivery of library programs that meet local needs and interests
- Maintain branch records and systems to provide timely and accurate data and reports
- Participate in the continuous improvement of library procedures

### **Customer Experience**

- Promote the Council, Library and Museum brand by being positive, enthusiastic, engaging and proactively adding value to the customer experience
- Actively engage with the community where they are: via roving customer service, side-by-side assistance or participating in pop-up libraries
- Assist customers in the use of technology and equipment, provide eResources education as required and promote the use of clever technology relevant to customers
- Contribute to the maintenance of an attractive and welcoming environment using agreed marketing techniques and displays that engage customers

### **Leadership**

- Demonstrate leadership by being a positive role model for branch staff
- Supervise, develop and train staff in a team environment
- Ensure branch staff are aware of procedures and policies
- Conduct performance and development reviews for branch staff

- Contribute actively to meetings and other communications channels of the Library Experience team and the broader Libraries & Museum team

### **Contribute to the overall operation of the organisation**

- Apply and demonstrate Council's organisational values across all areas of work
- Be conversant with Council policies and procedures and implement respectfully and consistently, balancing organisational integrity with the needs of the customer
- Contribute to a positive team environment that is focused on continuous improvement
- Work collaboratively with other sections of Council to meet community needs

### **Professional development**

- Stay connected with developments in public libraries via industry networks, training and seminars
- Keep up-to-date with new and diverse technology relevant to public libraries
- Undertake rotation of roles throughout the library service to support career development and organisational needs

### **Work Health & Safety**

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.



**Ref: 05/18: Please address the essential and desirable criteria.**

| <b>POSITION DESCRIPTION</b>  |   |
|--|---|
| <b>Title:</b>  | <b>Library Programs Officer</b>   |
| <b>Section:</b>  | <b>Libraries and Museum</b>   |
| <b>Reports to:</b>   | <b>Team Leader Library Programs &amp; Partnerships</b>                          |
| <b>Grade:</b>  | <b>10 (up to \$588.49 for 20 hours per week)</b>                                |
| <b>Hours:</b>  | <b>20 hours per week on a 7 day roster including evening and weekend shifts</b> |
| <b>Vehicle:</b>  | <b>No</b>   |
| <b>Position Purpose</b>  |   |
| <p>To be part of a customer focused team that supports library services to the Shellharbour community through the delivery of programs that:</p> <ul style="list-style-type: none"> <li>• engage diverse audiences and target groups</li> <li>• provide opportunities for lifelong learning and social connection</li> <li>• foster community participation</li> <li>• promote libraries as social equalisers that encourage community engagement and an enriched cultural and learning experience.</li> </ul>   |   |
| <b>Qualifications and Experience</b>   |   |
| <i>(Minimum required/essential for success in the job)</i>   |   |
| <p><b><u>Essential:</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrated excellence in program and event coordination, including outreach program delivery</li> <li>• Proven ability to engage with internal and external partners and communicate respectfully and effectively with people of all ages and from diverse backgrounds, cultures and abilities</li> <li>• Proven ability to provide excellence in customer service, with the ability to confidently and proactively engage with the library customer and value-add to the patron library experience.</li> <li>• Demonstrated effective time management and prioritisation skills with the ability to balance competing workloads and deliver within deadlines.</li> <li>• Current high level digital literacy skills, with the confidence to support customers with diverse technology. This includes online and virtual collections and services across multiple devices, platforms, apps and software.</li> </ul> |   |

- Proven ability to work in a team environment that requires flexibility of shifts, locations and commitment to implementing a positive workplace culture.
- Experience in contributing to improvements to a quality management system or suggestions for other business improvements
- Current Class C Divers Licence
- Ability to pass the Working with Children Check

**Desirable:**

- Qualifications in Library and Information Studies, Events Management or a related field
- Experience in delivery of children's programming
- Demonstrated understanding of program marketing trends

### Main Activities/Tasks

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**Community Programs and Partnerships:**

- Assist the Programs and Partnerships team to deliver a range of programs and initiatives for various target groups including children, youth, seniors, culturally diverse and people with special needs
- Develop proposals for new and potential program initiatives to meet diverse audiences, using innovative approaches to program creation and delivery to maximise opportunities within budgetary constraints
- Support a variety of internal and external partnerships for the delivery of innovative, educational and creative programs
- Undertake flexible programming out of hours to accommodate in-library and outreach venues
- Inform the marketing of library programs

**Customer experience**

- Promote the Council, Library and Museum brand by being positive, enthusiastic, engaging and proactively adding value to the customer experience
- Participate in rostered library customer service shifts, as required, at any library service point or outreach activity, ensuring customers have a positive experience characterised by active engagement
- Participate actively in the continuous improvement of library services and procedures and assist with other library operational tasks, as required.

**Contribute to the overall operation of the organisation**

- Apply and demonstrate Council's organisational values across all areas of work
- Follow Council policies and procedures
- Contribute to a positive team environment that is focused on continuous improvement and quality customer service
- Contribute actively to meetings and other communications channels of the Library Experience team and the broader Libraries & Museum team
- Work collaboratively with other sections of Council to meet community needs

### **Professional development**

- Stay connected with developments in public libraries via industry networks, training and seminars
- Keep up-to-date with new programs and diverse technology relevant to public libraries
- Undertake rotation of roles throughout the library service to support career development and organisational needs

### **Work Health & Safety**

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

**Ref: 06/18: Please address the essential and desirable criteria.**

| <b>POSITION DESCRIPTION</b>  |  |
|--|--|
| <b>Title:</b>  | <b>Children's &amp; Youth Librarian</b>  |
| <b>Section:</b>  | <b>Libraries and Museum</b>  |
| <b>Reports to:</b>   | <b>Team Leader Library Programs &amp; Partnerships</b>   |
| <b>Grade:</b>  | <b>15 (Salary up to \$1321.11 per week full time)</b><br>This is a temporary maternity relief position, up to 35 hours per week, for a period up to 31 December 2018. An extension to the temporary period may occur without further advertising |
| <b>Hours:</b>  | <b>Up to 35 hours per week on a 7 day roster including evenings and weekend shifts</b>   |
| <b>Vehicle:</b>  | <b>No</b>  |
| <b>Position Purpose</b>  |  |
| To develop, provide and promote quality engaging library programs, collections and services for children and young people.   |  |
| <b>Qualifications and Experience</b>   |  |
| <i>(Minimum required/essential for success in the job)</i>   |  |
| <p><b><u>Essential:</u></b></p> <ul style="list-style-type: none"> <li>• Degree or post graduate qualifications in Library and Information Services or relevant accredited Australian teaching degree</li> <li>• Demonstrated experience in working with children and young people</li> <li>• Demonstrated ability to create innovative and customer focused library services for children and young people</li> <li>• Demonstrated ability in planning, delivering and evaluating responsive children and young people library programs, collections and services</li> <li>• Demonstrated experience in applying for and managing grants, budgets, sponsorship and partnerships</li> <li>• Demonstrated commitment to excellent teamwork, interpersonal, leadership and time management skills</li> </ul> |  |

- Excellent oral and written communications skills, with strong report writing and engagement skills
- A high level of proficiency in Microsoft Office, Library Management Systems and experience using online tools, web based programs and social media as a tool to promote library initiatives and collections
- Experience in contributing to improvements to a quality management system or suggestions for other business improvements
- Demonstrated ability to pass a Working With Children Check

**Desirable:**

- Knowledge of contemporary library services and trends for young people

## Main Activities/Tasks

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**Children and Youth Services key challenges**

- Develop, maintain and deliver effective high quality programs, collections and services to children and young people
- Promote children's and young people services throughout the community via events, programs, displays, educational and recreational activities
- Build and strengthen strategic partnerships with key stakeholders
- Positively and proactively work collaboratively with others across the organisation to deliver outcomes
- Provide professional customer service, reference and readers' advisory to all the community
- Facilitate ongoing communication and consultation with children and young people to identify needs
- Use social media, online services and other technologies to engage with children & young people promoting library programs, collections and services
- Balance competing priorities
- Develop and deliver library services in-line with the Libraries and Museum Strategy 2024

**Provide supervision, coaching and guidance**

- Lead and work collaboratively with team members in developing and delivering effective high quality programs, collections and services to children and young people
- Encourage and maintain good staff relations and team work
- Meet formally and informally with staff/contractors receiving and providing feedback regarding performance
- Train and coach library staff in children's and young people library services

**Contribute to the overall operation of the organisation**

- Apply and demonstrate Council's organisational values across all areas of work
- Assist in the development and implementation of library and museum policies and procedures

- Assist in the development, implementation and monitoring of strategic plans, IP&R framework and Fit for the Future benchmarks
- Assist in the development and implementation of quality management systems and standard operating procedures that comply with legislation
- Consult with internal and external customers including staff, residents, education services, industry, contractors, government and community agencies
- Prepare and present Council, legislative, technical and performance reports to internal and external customers

#### **Professional development & support**

- Take personal accountability for own professional development
- Keep abreast of and apply industry wide trends, best practice and innovation
- Contribute to the effectiveness of the team through positive and productive personal behaviour
- Recommend issues of importance to be addressed by senior library management team
- Attend relevant industry conferences, meetings, seminars, training, etc., as required
- Assist the Manager Libraries and Museum and Community Programs and Collections Team Leader as directed

#### **Work Health & Safety**

- Ensure safe working conditions are maintained
- Provide information, training and appropriate supervision to people in your area of responsibility to enable them to work safely
- Ensure Shellharbour City Council policies and procedures are communicated, understood and followed
- Ensure people within area of responsibility know hazards and risks associated with any operation and the method established to eliminate or control the risks
- Ensure all incidents, hazards and near misses are reported and immediately followed up.