



Hindmarsh Shire Council Coordinator Libraries and Customer Service





POSITION DESCRIPTION

1. POSITION IDENTIFICATION:

Position: Coordinator Libraries and Customer Service

Department: Corporate & Community Services

Starting Point/Location: The position will be located initially in Nhill. The employee may be required to change their starting point to a reasonable location within the municipality.

Classification: Band 6 per the Hindmarsh Shire Council Enterprise Agreement

Employment Type: Full Time, Fixed Term for 12 Months

2. CURRENCY:

Current Version	1.0	Approved:	
Name of Occupant:	Vacant		
Signature:	_____	Date	_____
Prepared By:	Petra Croot (ADCCS)	Date	19 February 2024
Director Approved:	Petra Croot (ADCCS)	Date	19 February 2024
H.R. Approved:	Angela Veitch	Date	19 February 2024
Acting CEO Approved:	Monica Revell	Date	19 February 2024
Current Version Number:	1.0		
Version History:	1.0		



Employment Details for the Position of: Coordinator Libraries and Customer Service

- Status:** Full Time, Fixed Term for 12 months
- Location:** The position will be located initially in Nhill. The employee may be required to change their starting point to a reasonable location within the municipality.
- Classification:** Band 6 in accordance with the Hindmarsh Shire Council Enterprise Agreement.
- Salary:** \$47.54 per hour, plus Superannuation
- Superannuation:** Council will contribute the compliant percentage of salary to a complying superannuation fund nominated by the employee. If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.
- Hours:** Hours of work are 8:30am to 5:00pm, with a 30 minute lunch break, Monday to Friday.
The position will be required to work 80 hours per fortnight. It will be paid for 76 hours per fortnight. The remaining four hours will be held in lieu to enable one rostered day off per four-week period.
- Qualifying Period:** This position is subject to an initial six (6) month qualifying period.
- Annual Leave:** Four (4) weeks annual leave (pro rata) per annum plus 17.5% leave loading.
- Sick Leave:** Twelve (12) days sick leave (pro rata) per annum.
- Long Service Leave:** Three (3) months after ten (10) years of service. Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service. LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.
- Pre-Employment Medical:** It is a condition of employment that appointees must undertake a pre-employment medical examination at the Council's cost. A medical provider must certify that the successful applicant is capable of carrying out the physical demands of the position.
- Security Check:** It is a condition of employment that appointees must undertake a police check and an employee Working with Children Check prior to commencement of work.



3. POSITION OBJECTIVES:

The Coordinator Libraries and Customer Service will:

- provide leadership in all aspects of Library Services including coordinating services and activities delivered within library branches throughout Hindmarsh Shire to promote libraries as safe spaces that support lifelong learning.
- provide leadership and support to the Customer Service Team in the administration of Customer Service activities.
- develop and support strategic improvements, systems, efficiencies, and programs that strengthen Council's customer service and library service areas in consultation with the Manager People and Performance.
- champion and advocate for the customer needs, wants and values across all customer touchpoints and program, strategy, and service decisions.

4. KEY RESPONSIBILITY AREAS:

The Coordinator Libraries and Customer Service will –

- Provide guidance and advice on all matters relating to Library and customer service responsibility areas including legislation, policies, and procedures.
- Promote a culture of continuous improvement across library and customer services areas, embedded Council's values, vision, and mission in all activities.
- Develop and implement customer systems, processes, and standards to ensure an efficient operation.
- Develop programs and events that cater for the needs of the Hindmarsh communities, encouraging participation from a range of community groups and individuals.
- Ensure resources are purchased and available to suit the requirements of the Hindmarsh community, ensuring a broad range of library materials that cater for all community members.
- Ensure that the Senior Management Team (SMT) and Council are regularly provided with information on the operations of library services by reporting monthly on visitation and activity statistics, services and initiatives undertaken.
- Contribute to the continuous improvement and productivity of the organisation's operations.
- Assist the Manager People and Performance with budgeting and expenditure relevant to library and customer services.
- Apply for grant funding that enables programs, events, and purchasing of resources that cater for the diverse community members in Hindmarsh Shire.
- Implement and monitor safe working programs, systems, and activities throughout responsibility areas.
- Adopt improvement opportunities through regular monitoring and reviews of external trends and developments relative to library and customer services.



- Assist, as required, with public functions conducted by the library and attend to enquiries by customers via the telephone, email, or in person.
- Other duties as directed that are within the skills and competence of the employee.

5. ORGANISATIONAL RELATIONSHIPS:

Reports to: Manager People and Performance

Supervises: Library and Customer Service Officers, Customer Service and Records Officer, Customer Service and Councillor Support Officer
Nhill Library Officer

Internal Contacts: Chief Executive Officer, Director Corporate and Community Services, Manager People and Performance, Senior Management Team, all staff.

External Contacts: Ratepayers, General Public, Customer Service and Library staff in other councils and various organisations.

6. OCCUPATIONAL HEALTH AND SAFETY:

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public. Whilst at work, an employee must:-

- Take reasonable care for their own health and safety;
- Notify their Manager of their inability to carry out any physical task that is outside their capability;
- Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace;
- Cooperate with respect to any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of risk assessments;
- Complete Accident, Hazard and Near Miss Reports in a timely manner;
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety;
- Use protective equipment or clothing provided by Council at all required times;
- Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.

7. RISK MANAGEMENT:

Whilst at work, an employee must:

- Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors;
- Take all reasonable action to protect Council assets from damage and or loss;



- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

8. **RECORDS MANAGEMENT**

- Responsible for following Council records management processes and principles as contained within Council policies and procedures;
- Responsible for creating full and accurate records of activities and decisions relating to Council business;
- Supporting the Records Management team with access to, and retrieval of, documents relating to Freedom of Information requests and public transparency principles contained in various legislation and regulations; and
- Ensuring staff in their reporting line are complying with Council's records management responsibilities, including those contained in internal policies and those in external legislation and regulations (*Public Records Act 1973*).

9. **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- The freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.

10. **JUDGEMENT AND DECISION MAKING:**

- The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice would usually be available within the time required to make a choice.

11. **SPECIALIST KNOWLEDGE AND SKILLS:**

- Understanding of computerised systems including specialised software and personal computers.
- Knowledge of relevant legislation, standards and policies as they pertain to the position.
- An understanding of the underlying principles of relevant legislation and regulations.
- An understanding of the role and function of the senior employees to whom the incumbent provides support.



- An understanding of the long-term goals of the unit in which the incumbent works and an appreciation of the goals of the wider organisation.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

12. MANAGEMENT SKILLS:

- Skills in managing time, setting priorities and planning and organizing one's own work and in appropriate circumstances that of other employees, to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- An understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

13. INTER-PERSONAL SKILLS:

- The ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees.
- The ability to write reports in their field of expertise and/or to prepare external correspondence.

14. QUALIFICATIONS AND EXPERIENCE:

- Appropriate tertiary qualifications and/or experience relative to the role.
- A minimum of two years customer service/reception experience.
- Understanding of library functions and reporting requirements.
- Experience with information technology functions as it would benefit a local government entity.

15. EQUAL OPPORTUNITY:

Hindmarsh Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

16. PRIVACY AND CONFIDENTIALITY:

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy Act (Cth), the Privacy and Data Protection Act (Vic), the Health Records Act (Vic) and Council's Confidentiality policies.



Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at Council for any purpose other than the discharge of official duties.

17. **KEY SELECTION CRITERIA:**

The following key selection criteria will be used as a tool to assist in the selection of the most suitable applicant.

Applications **must** address the key selection criteria:

- Appropriate tertiary qualification in the field of Library Services or Business Management (preferred but not essential).
- A minimum of two years' experience working in a library and/or customer service leadership role.
- Experience in developing, implementing, and overseeing the delivery of programs and events which cater for the needs of a diverse community and encourage participation.
- Sound problem solving and negotiation skills.
- Ability to interpret legislation and develop policies, procedures, and plans.
- Experience managing the rostering, performance, and development of a small-medium team.
- Willingness to undertake a pre-employment medical, police check and Working with Children Check.

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