

Position Description

Position Title	Heritage Services Officer Casual
Job role	Customer Service/Administration/Archives Support
Award classification	Band 4
Status	Casual
Hours of work	Standard engagement; based on 76 hours a fortnight
Branch, Department and Division	Kim barne thaliyu / Heritage Services, Customer Experience
Location	Geelong Library and Heritage Centre
Reports to	Manager, Heritage Services
Salary range	\$36.27 per hour plus 25% casual loading
Approved by	Director, Community Experience
Date	August 2025
Contact Officer	Lucy Davies, Manager, Heritage Services; lucy.davies@grlc.vic.gov.au (03) 4201 0630

About the role

Geelong Heritage Centre is a Place of Deposit with Public Record Office Victoria and holds heritage items from across Gulidjan, Gadabanud and Wadawurrung Country including the local government areas where Geelong Regional Library Corporation (GRLC) operates. Level 3 of Geelong Library & Heritage Centre encompasses a repository housing Victoria's largest regional archive collection of more than 1 million items, with a large heritage collection, a research room where customers undertake heritage research and view collection items and a team of specialist staff who provide heritage research support to all GRLC customers. The team models a trauma-informed approach towards delivering our core services: heritage research, collection access and collection management.

Under general direction, the main duties of the role are to:

- Using specialised research skills, assist the customer in understanding the GHC collection including how to identify and source collection items and/or information relevant to the topic/subject area of research they are undertaking.
- Identify, record, mitigate and escalate collection preservation risks as they arise using industry best practice.
- Perform duties (including administrative and project tasks) associated with maintaining and providing access to the collection including copying, repackaging, arrangement and description, data entry, statistics, point of sale transactions, and physically retrieving and returning collection items to the repository.
- Under direction, support collection management tasks including maintaining the archive management system.
- Perform archival, reference collection management and collection interpretation tasks.
- Equip customers with the skills to undertake their own heritage research including access and utilise non-GRLC databases and collections.
- Maintaining a current working knowledge and awareness of current industry trends.
- Supervise volunteers undertaking GHC Collection projects.
- Apply basic archive conservation and preservation principles whenever handling collection items and ensure these are practised by customers and volunteers.
- Represent GRLC and liaise with internal and external stakeholders. Deliver public engagement activities to promote an understanding of the Heritage Centre collection and services.

- Work collaboratively to consult and share information with colleagues, provide advice, actively engage in problem solving and knowledge transfer and seek input from others to achieve goals.
- Apply the principles of GRLC Values, Code of Conduct, workplace diversity principles, work health and safety and collaboration within a work and team environment.

This role requires Victorian Certificate of Education or equivalent. Experience in customer service is essential. A high level of modern digital skill is a requirement to aid the use of archive and library management systems and databases, electronic and digital equipment within the Heritage Centre.

Who we are

The Geelong Regional Library Corporation's (GRLC) purpose is to provide a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging.

We are a consistently recognised leader in Victoria's public library sector and provide services across the five local government areas. We operate 20 libraries, Victoria's largest regional archive and heritage centre, and a 25-stop mobile library service, welcoming over 2 million visitors annually. We are a future-focused, inclusive, and customer-centred organisation. We embrace curiosity and creativity and are committed to equity, lifelong learning, and digital inclusion.

We continue to embed an organisational culture that is curious, caring, skilled and confident to experiment during these transformative times. We are focussed on establishing strategic transformative frameworks and systems that will ensure we are known as a sustainable, well governed, and future focussed organisation.

We aspire to be regional leaders in technology and innovation so that, as the custodians and distributors of accumulated knowledge and resources, we can ensure universal access for everyone in our growing region, whether online, in our libraries, or through outreach and innovative partnerships.

Are you eligible?

To be eligible for the role you must be an Australian citizen, permanent resident or have appropriate work rights in Australia.

The successful candidate will be required to provide the following:

- a Police check (no older than 6 months)
- a current Victorian Working with Children Check (Employee) prior to commencing your employment with GRLC

How to apply

You need to apply through our [e-recruitment system](#). Your application will need to include:

- A Resume
- A cover letter (500 words maximum), describing how your skills, knowledge, and experience would enable you to perform the duties of the role

Geelong Regional Library Corporation is proud to be a workplace that champions diversity. Our commitment is for our people to be safe, included and supported so that they can be at their best. As an equal opportunity employer, we encourage applications from First Nations peoples and people with diverse gender identities and expression, ethnicity, cultural background, sexual orientation, ability and age. We look for the right values, skills and knowledge to build our capabilities so that we can best deliver for and represent our community.