

POSITION DESCRIPTION

POSITION	Roster Administration Officer
SECTION / WORK UNIT	Library Services and Customer Experience
LOCATION	Level 4, Geelong Library & Heritage Centre
AWARD CLASSIFICATION	Band 4
HOURS OF DUTY	Temporary, Full-Time
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2017) and its successors
REPORTS TO	Library Coordinator, GLHC
OCCUPANT	Vacant
APPROVED BY	Executive Manager, Library Services and Customer Experience
DATE	April 2021

GEELONG REGIONAL LIBRARY CORPORATION

Established in 1997, the Geelong Regional Library Corporation (GRLC) is a consistently recognised industry leader in Victoria. Leading the way to enable our community to thrive, we take our mission to heart to be an exemplary library service and create opportunities for our community to read, learn, work and connect with each other and the world.

Not only are we the custodians and distributors of accumulated knowledge and resources, we are also leading the way in all things technology and innovation to ensure inclusive access of this knowledge for all of us to be enriched, empowered and inspired in our lives.

We enable a safe space for all users to have the best library experience at all ages and have an incredibly rich calendar of learning and cultural programs throughout our network inclusive of the Geelong Library and Heritage Centre, our 16 community branches and 2 mobiles libraries across 4 local government areas.

We are honoured to undertake delivering on our important responsibilities and proud of strong established relationships based on respect, care and kindness.

POSITION OBJECTIVES

- Provide effective and efficient rostering and administrative services to support the provision of exemplary library services at the iconic Geelong Library & Heritage Centre (GLHC)
- Review and ensure the timely and accurate provision of staffing to support the daily branch roster
- Act as a point of contact for GLHC library staff in relation to rostering, timesheets and leave requirements
- Monitor and report on administrative practices, systems and processes and their documentation

- Support the GLHC Library Co-ordinator and Assistant Branch Librarian in the delivery of library services as required
- Develop and nurture positive relationships and partnerships with fellow staff members and relevant stakeholders
- Contribute to organisational objectives in accordance with approved plans, policies, procedures and guidelines

ROLE RESPONSIBILITIES

1. Roster

- Effectively and efficiently operate and maintain branch rostering requirements
- Review and organise backfill for GLHC leave requests
- Organise shift coverage for staff absences/meetings in a timely manner
- Make daily adjustments to roster based on operational requirements while taking into account staff leave, program changes, additional sessions/events, tours, training requirements etc.
- Monitor and confirm GLHC calendar events/activities are accurately incorporated into the roster
- Incorporate and co-ordinate Work Experience Placement rosters as required

2. Administration

- Contribute to GLHC timesheet approval process by checking submissions against rosters contacting other branches for approvals as required
- Review and implement effective and efficient administrative practices in support of continuous improvement processes

3. Building Services

- Provide support to the Assistant Branch Librarian to monitor cleaning services against standards, report and follow-up as required
- As back-up to the Assistant Branch Librarian, liaise with security contacts in relation to GLHC security access, issues, repairs and maintenance and follow-up as required
- Act as an additional point of contact in relation to building services requirements at the GLHC, record and report on building maintenance issues as required
- Complete building services reports as required

4. Financial Management

- Complete or monitor branch banking, income summaries and cash floats
- Schedule and complete training for GLHC staff on cash register operations and EFTPOS reconciliations
- Ensure accurate and timely receipt and banking of monies

5. Library Services and Customer Experience

- Undertake customer service and circulation duties as rostered or required
- Adopt and model a human-centred approach that ensures positive customer experience.
- Assist with day-to-day branch operations including assuming role of Duty Manager as required

6. People and Teams

- Cultivate and maintain positive team relationships among colleagues and across all GRLC functions
- In accordance with GRLC performance planning, development and review processes, participate in staff reviews and prepare an annual work plan to support organisational objectives
- Contribute to the training and development of new staff regarding rostering and induction scheduling
- Contribute to the successful operation of the library service by assisting colleagues and senior staff to meet organisational objectives, goals and strategies
- Participate in meetings and staff development opportunities as required
- Promote positive working relationships with key stakeholders such as Council staff, liaising as required regarding organisational matters

CLASSIFICATION DEFINITIONS

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for the effective and efficient delivery of the key responsibilities outlined in this position description and has the authority to act on these responsibilities
- Adhere to workplace policies and procedures with management advice readily available
- Adhere to the Corporation's Privacy Policy and any associated legislation
- Extent of authority is governed by Library Policy and Procedure
- Undertake routine library tasks, collection maintenance and shelving as required.
- Responsible for library facility opening and closing procedures as rostered.

JUDGEMENT AND DECISION MAKING

- Duties are carried out within a defined range of objectives, guidelines, procedures and policy

- Selection of appropriate techniques may be required from the range available with timely guidance and advice always available
- Use previous experience and agreed protocols when making decisions
- Guidance is available as required

SPECIALIST SKILLS AND KNOWLEDGE

- Sound ability to understand the policies and procedures of the GRLC service.
- Proficiency in the use of information technology and software including Microsoft Office Suite, Intranet and Internet
- Knowledge of Snap Schedule 365 desired but not a requirement
- Understanding of business unit context, goals and policies.
- Very high attention to detail
- Proficient keyboard skills
- Well-developed literacy, numeracy skills and analytical and investigative skills
- Well-developed time management skills
- Ability to use automated library system and rostering software advantageous
- Understanding of the role of public libraries in the community
- Demonstrated skills in written and verbal communication
- High standards of safety consciousness with regard to staff and public, and respect for personal and corporate property and equipment.

MANAGEMENT SKILLS

- Ability to manage time effectively, prioritise and plan own work to achieve library objectives
- Ability to contribute to continuous improvement within GRLC's strategic and policy context
- Proven ability to work independently and constructively as a flexible team member
- Ability to demonstrate integrity, responsibility, innovation and respect in relation to the position.

INTERPERSONAL SKILLS

- Proficient interpersonal skills to solve problems and liaise with library customers, colleagues and other stakeholders
- Proficient written communication skills to communicate with colleagues and library suppliers relating to the rostering, administration and finance aspects of the role
- Ability to liaise effectively and sensitively with a diverse community

QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary qualification in either library or administrative services or 4 years' administrative experience
- Experience of working in a library environment, preferably in a public library setting, administrating rosters

KEY SELECTION CRITERIA

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- Relevant library or business administration qualification or minimum 2 years administrative experience
- Experience of working in a library environment preferably with demonstrated experience in the creation and communication of rosters
- Proficient level of information technology skills including Microsoft Office Suite, use of the Internet, library management systems, rostering and financial management systems
- Proficient keyboard skills with a high level of attention to detail
- Ability to work effectively in a team-based environment as well as the ability to work independently
- Well-developed interpersonal skills, proficient written communication and numeracy skills

ORGANISATIONAL RESPONSIBILITIES

1. Library Plan

- Contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan:
 - Adopt and model GRLC's values embodied in the service principles articulated in the Library Plan
 - Intellectual freedom
 - Equity and access
 - Community focus and engagement
 - Innovation
 - Collaboration
 - Workforce support and development
 - Integrity and service excellence
 - Good governance.

2. Occupational Health & Safety

- Adhere to all Occupational Health and Safety Policies including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace.

3. Culture

- Contribute to a more flexible, resilient and proactive culture by participating in organisational teams including the Strategic Leadership Group and the Library Services Team.
- Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment
- Promote a positive image of the library to the community through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner
- Ensure awareness and adherence to all Geelong Regional Library Corporation policies and procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Library Coordinator, GLHC
Directly supervises:	N/A
Internal Liaisons:	All staff
External Liaisons:	Library users Victorian public library colleagues External suppliers, contractors and service providers Cultural precinct organisations Member Council staff Guests and visitors to the libraries

OTHER RELEVANT INFORMATION

- The Library Operations Officer is classified as a Band 4 within the Geelong Regional Library Corporation Enterprise Agreement 2017 and the current salary, based on a 38hour week, is \$61,790 to \$66,717 per annum plus superannuation.
- Vision Super scheme is the default fund determined in the Enterprise Agreement. Annual, sick and long service leave accruals will apply pursuant to the Enterprise Agreement.
- GRLC is a child safe and child friendly organisation committed to ensuring that all children who visit our libraries have the right to feel and be safe. Appointments to positions are subject to successful applicants providing positive Working with Children and Police checks.
- GRLC values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Applicants from Aboriginal and Torres Strait Islander people are encouraged to apply.

- We encourage expressions of interest and applications from people with a lived experience of disability, or long-term illness or injury and people of all abilities, cultures, age, sex and gender.
- A 6month probation period applies

APPLICATION PROCESS

Applications marked “private and confidential” including a covering letter, curriculum vitae, statement addressing the key selection criteria and two professional referees should be forwarded by email to:

Shane Brown, People Coordinator, at jobs@grlc.vic.gov.au

Enquiries: Shane Brown, People Coordinator People and Business Operations, 03 4201 0511

Closing date for applications: 9th May 2021