

POSITION DESCRIPTION

POSITION	Roster Administration Officer
SECTION / WORK UNIT	Community Experience
LOCATION	Level 4, Geelong Library & Heritage Centre or other CoGG branches
AWARD CLASSIFICATION	Band 4
HOURS OF DUTY	Temporary, Full-Time
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2017) and its successors
REPORTS TO	Operations Manager, City and Urban
OCCUPANT	Vacant
APPROVED BY	Executive Manager, Community Experience
DATE	January 2022

GEELONG REGIONAL LIBRARY CORPORATION

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. This is particularly pertinent as we contribute to the recovery of the region during and post pandemic.

We are a consistently recognised leader in Victoria's public library sector and provide services across the five local government areas that are part of the G21 region. This includes 19 libraries and 3 mobile library services.

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, whether online, in our libraries, or through outreach and innovative partnerships.

We create safe and welcoming spaces for everyone and host a rich calendar of learning and cultural programs and events with live audiences and via online platforms.

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 frameworks and systems that will ensure we are known as a sustainable, well governed and future focussed organisation.

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) and across library branches in the City of Greater Geelong
- Review and ensure the timely and accurate provision of staffing to support the daily branch roster
- Act as a point of contact for GRLC library staff in relation to rostering,

timesheets and leave requirements

- Monitor and report on administrative practices, systems and processes and their documentation related to rostering across library branches
- Develop and nurture positive relationships and partnerships with GRLC staff
- 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 Enterprise Agreement, 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. 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 as required

4. 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/other rostering systems is desirable but not a requirement
- Understanding of business unit context, goals and policies
- Be able to understand the application of the Enterprise Agreement on rosters and shifts. Support and training available.
- Very high attention to detail

- Well-developed literacy, numeracy skills and analytical and investigative skills
- Well-developed time management skills
- 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 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 2 years' administrative experience
- Experience of working in a library environment, preferably in a public library setting, administering rosters
- Covid-19 Vaccination Certificate

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 or administration 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 rostering systems
- A high level of attention to detail, organisational and time management skills
- 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 RELATIONSHIPS

Reports to:	Operations Manager, City and Urban
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 Roster Administration 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: 23rd January 2022