

## PART 1 – POSITION DETAILS

<b>Position Title</b>	Library Training Officer
<b>Position Number</b>	NB0419
<b>Division</b>	Community & Belonging
<b>Business Unit</b>	Library Services
<b>Pay Rate</b>	Northern Beaches Grade F
<b>Reports to</b>	Manager, Service Improvement
<b>Hours</b>	/ 56 hours per fortnight
<b>Status</b>	Permanent
<b>Date of last review and update</b>	January 2018

## NORTHERN BEACHES COUNCIL'S VISION AND VALUES

Our Vision is “Delivering the highest quality service, valued and trusted by our community” critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership.

## DIVISION

### Community and Belonging

The Community and Belonging Division is responsible for actively engaging the community in encouraging a broad range of opportunities and activities that enable social interaction for people at each stage of their lives. The division promotes an inclusive community that is friendly and supportive, facilitates volunteering opportunities, provides fair access to information and breaks down institutional and social barriers to enable all people to participate in community life. The division finds opportunities to offer appropriately targeted services that can meet the evolving needs of our community. The Division comprises of the following business units, Customer Services, Children's Services, Community Services and Library Services.

## PART 2 – BUSINESS UNIT OVERVIEW

The purpose of the Northern Beaches Library Service is Libraries for Life, Enhancing Leisure and Learning. The service:

- Provides efficient customer focused library services that deliver value to our community
- Provides library facilities and opportunities for literacy, lifelong learning, creativity, work, relaxation and play, and
- Develops staff capabilities and undertakes business initiatives to make on-going service improvements for our community.

## PART 3 – ROLE PURPOSE & KEY RESPONSIBILITIES

### Role Purpose

Reporting to the Service Improvement Manager, the Training Officer will be part of a team working to build staff competency and capability across the service to enhance customer service delivery.

The Training Officer will deliver high quality customer service, work with the team to design and deliver training to library staff, identify training needs and develop resources. The role includes front of house customer service shifts to gain insights into the quality of service delivery.

### **Key Responsibilities**

- Role model high quality customer service delivery
- Share knowledge and deliver coaching and training for library staff
- Develop a strong understanding of the library's technology platforms, including eResources
- Schedule and organise training for library staff. Collaborate on the identification of staff training needs and opportunities across the service
- Help identify external training opportunities, administer bookings and payments and monitor budget expenditure
- Collaborate on continuous process improvement and documentation
- Assist with administration required for the library's team of casual staff including training. Undertake required desk duties as directed and
- Develop a strong understanding of the nature of service delivery and the resulting customer experience..

### **People Leadership**

- Contribute to the development of a customer focused organisational culture
- Role model the Northern Beaches Councils values and behaviours
- Engage in regular feedback to all team members, and
- Maintain positive working relationships with the Training team, other Library staff, members of the community and key stakeholders.

### **Operational**

- Ensure compliance with Council processes and procedures
- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act and the requirements of ICAC, and
- Learn, promote and ensure compliance with Work Health and Safety policies and procedures.

### **Business Performance**

- Implement new processes, procedures or systems to improve service efficiency. Actively participate and contribute toward the integration of core services across Council
- Take personal responsibility for behaving in accordance with the organisations' values, and
- Contribute to the goals and plans within the team to achieve Business Unit outcomes.

*\*\*\* While this position description covers the key areas of responsibilities, this list is not exhaustive. Day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably and within the limits of individual skills, competence and training)*

## **PART 4 – ESSENTIAL CRITERIA**

### **Educational & Experience Requirements**

- Experience in libraries customer service or training
- Demonstrated experience delivering high quality customer service.

### **Capabilities and Knowledge**

- Strong written communication skills

- Confident and effective presentation skills
- Demonstrated ability to initiate and respond effectively to change
- Ability to learn and adapt to new systems
- Proven ability to role model Council values and practices
- Demonstrated ability to work independently and in teams
- Demonstrated competence with Microsoft Office applications, including Excel
- Well-developed time management and organisational skills
- Demonstrated commitment to continuous learning, EEO, WHS and ethical practice principles, and
- Current unencumbered NSW Driver's Licence.

#### **PART 5 – DESIRABLE CRITERIA**

- Knowledge and understanding of library services.
- Knowledge and understanding of local government