

Position Statement



POSITION TITLE	Library Delivery Service Officer
POSITION NUMBER	80689
REPORTS TO	ACT Outreach and Volunteer Lead
CLUSTER	Service Delivery
DEPARTMENT	Arts, Culture and Tourism (ACT)
TEAM	Cultural Experiences
CAPABILITY PROFILE	Team Member
PAY BAND	D
CLASSIFICATION AND SALARY TABLE	Indoor 35 hours
AWARD BAND AND LEVEL	Operational Band 1, Level 3
EFFECTIVE DATE	October 2023

ROLE PURPOSE

The Library Service Delivery Officer reports to the ACT Outreach and Volunteer Lead and provides communication support with home delivery clients (including nursing homes), undertakes home delivery when required and supports the volunteers in providing online tech training for clients and managing deliveries.

Roles may evolve and change over time, in line with the changing strategic and operational requirements of the organisation to deliver quality services to our community.

CORE ACCOUNTABILITIES

1. Working with Spydus 10 technology & the Home Services Module for selection of resources including adaptive technologies and suitable equipment for clients.
2. Assist customers in the use of the library's services providing advice on collections, services and facilities, searching for information, guiding customers to relevant resources or referring them to other sources.
3. Be part of a team, that understands its contribution to the objectives within the Arts, Heritage and Cultural Plan, Lake Mac Libraries Strategic Plan and the Destination Management Plan and any additional ACT functions and Council and works to these objectives.
4. In the absence of a supervisor or leader, take responsibility or make decisions to ensure safe management and delivery of outreach services, including supervision of trainees and volunteers.

The incumbent is required to undertake other duties, projects or tasks as directed, which are within their skills, competence and training, and undertake job-specific training and development. Consultation will occur as part of this process.

The incumbent is required to work closely with community volunteers and is responsible for the engagement, management and support of volunteers and their objectives in accordance with Council's Volunteer Engagement Strategy. Council recognises that volunteers provide an important service to the community and that the tasks undertaken by volunteers are not tasks usually carried out by Council's workforce.

This position:

- may operate across departmental service delivery, Monday through to Sunday; 8.00am to 9.00pm
- is located across the ACT facilities with regular visits to external sites
- prior to an offer of employment being made, recommended candidates may be subject to a medical assessment prior to commencement
- requires a Working with Children's Check to be completed prior to commencement (in which the department will subsidise/refund)
- if located at the Speers Point ACT facility, the incumbent may be required to assist with front of house service delivery using Spydus 10 technology

ESSENTIAL CRITERIA

1. Outstanding customer service skills that demonstrate a commitment to continuous improvement
2. Certificate III in Library & Information Studies, Customer Service, Arts Administration or equivalent
3. Ability to work independently as well as in a team environment
4. Class C Driver's licence

DESIRABLE CRITERIA

1. Local Government knowledge and experience.
2. Proven outreach and delivery experience

CONDITIONS OF SERVICE

Our values: *shaping our future, leading at all levels, and working together*, reflect the culture of our organisation. They are the 'glue' that brings us all together in achieving our Council and community goals. Employees are expected to support, and feel supported by, our shared values.

Council is committed to making diversity, equity and inclusion a part of everything we do. We strive for a welcoming and inclusive workplace for everyone, including Aboriginal and Torres Strait Islander people, people who identify as LGBTQIA+, people of all genders and ages, people with a disability and people from culturally and linguistically diverse backgrounds.

Council's Capability Framework applies to all positions, and sets out the behaviours we expect from our people. The details of each profile are available on Council's intranet.

The incumbent is required to comply with Council's Code of Conduct, policies and procedures, and other conditions of service outlined in the letter of offer.

EMPLOYEE NAME	
SIGNATURE	
DATE	