



POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

POSITION TITLE:	BRANCH OPERATIONS OFFICER
WORKPLACE AGREEMENT:	CITY OF SALISBURY MUNICIPAL OFFICERS ENTERPRISE AGREEMENT (AS UPDATED FROM TIME TO TIME)
CLASSIFICATION:	Level 4
DEPARTMENT / DIVISION:	COMMUNITY DEVELOPMENT / COMMUNITY CAPACITY AND LEARNING
POLICE CLEARANCE:	REQUIRED
REPORTS TO:	LIBRARY CUSTOMER SERVICE COORDINATOR
DIRECT REPORTS:	CITY OF SALISBURY LIBRARY OFFICERS
POSITION NUMBER:	000085

POSITION OBJECTIVES:	<ul style="list-style-type: none"> • Contribute to the development of an innovative, high-quality City of Salisbury library service that fosters meaningful connections, inspires discovery, improves literacy outcomes and encourages lifelong learning • Supervise the day to day operations of the Library service within a specific Library or Community Hub to ensure that effective use is made of the multi-use community facility • Ensure a strong team culture, focusing on the provision of excellent, responsive customer service • Train and mentor a range of staff to deliver individual and team outcomes, maintain service outcomes and improve productivity
VALUES AND BEHAVIOURS:	<p>These Values empower us to ReACH towards our Vision, deliver exceptional community experiences, quality outcomes and a great place to work.</p> <p>Respectful</p> <ul style="list-style-type: none"> • Create a sense of belonging & pride in the Salisbury community • Respect individual differences

	<ul style="list-style-type: none"> • Speak up when you don't feel respected, or are not being treated respectfully • Look after the wellbeing of our community, ourselves and those around us <p>Accountable</p> <ul style="list-style-type: none"> • Take personal ownership and follow through • Deliver on what we say we will do • Believe that the Community comes first • Speak up when it is important <p>Collaborative</p> <ul style="list-style-type: none"> • Work together, committed to a common purpose • Openly share information • Find ways to connect people for better outcomes <p>Helpful</p> <ul style="list-style-type: none"> • Listen and focus on what we can do • Create new futures and look for opportunities • Make a positive difference
<p>KEY RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • Supervise the day-to-day aspects of the library service, including but not limited to rostering, money handling, reporting, handling complaints, and site inductions for volunteers, work experience, student placements • Contribute to the direct provision of services to the public by providing reference, programming, activation, technology and circulation duties as required • Liaise and work productively with the staff and personnel working within a Library or Community Hub to ensure a seamless customer service experience for the community • Actively contribute to the activation of both indoor and outdoor areas located at the site • Provide training to Library staff to ensure they are proficient in a range of library systems, services and technologies • Together with the Branch Operations Team, coordinate the Justice of the Peace service for the City of Salisbury including recruitment, rostering and coordinating training with Royal Association of Justices of South Australia • Assist the team to understand, meet and aim to exceed, where possible, the service expectations of both internal and external customers to achieve continuous improvement • Create an environment orientated to trust, open communication, creative thinking and cohesive team effort • Develop opportunities and encourage library staff to become multi-skilled in tasks appropriate to their level • Champion change by engaging staff and creating buy-in and proactively help staff through challenging times • Undertake service-wide duties and projects under the direction of Team Leaders, particularly in areas of technology, customer service, staff training, information services, programs, children's services and collection maintenance • Work productively across the Library team, including the Branch Operations Team, to review work practices,

	<p>develop new ideas and ways of working that improve effectiveness and efficiency</p> <ul style="list-style-type: none"> • Ensure a strong communication link between staff and management related to required information • Contribute to the broader organisational strategic and business planning process as required
<p>WHS RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions. • Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation the above. • Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting. • Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews. • Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council’s Drug and Alcohol Policy. • Undertake WHS training where required, in order to perform duties (refer to WHS Competency Assessment).
<p>GENERAL RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time. • To manage all Corporate Records in accordance with required procedures. • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
<p>ESSENTIAL SELECTION CRITERIA:</p>	<ul style="list-style-type: none"> • Experience in working in a public library and a knowledge of its role in a contemporary society • Understanding and the application of the principles of excellent customer service • Proven experience in supervising, training and motivating a team to achieve outcomes • Proficiency in a range of information systems and technologies • Ability to prioritise workload and meet set timelines • Ability to be creative, innovative, and flexible and readily accommodate change • Proven ability to establish credibility and gain the confidence of a wide range of people from diverse backgrounds • An ability to understand and accept changes in the workplace and to respond to the processes of change management • Proven analytical, problem solving, and decision-making skills with an ability to explore new and innovative ways to do business using creative solutions • Advanced verbal and written communication skills with the ability to negotiate, influence and motivate individuals

DESIRABLE SELECTION CRITERIA:	<ul style="list-style-type: none"> • Holding or studying towards a degree or post graduate qualification in library and information management or equivalent that provides eligibility for professional membership of the Australian Library and Information Association (ALIA) • Previous experience working in a Government setting • Knowledge of the Salisbury demographic profile and services within the City of Salisbury
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Current Driver's Licence • Ability to work; <ul style="list-style-type: none"> ○ rostered flexible hours including evening and weekend hours is required; and ○ in different library locations as required. • Undertake first aid training and act as First Aid Officer and Emergency Warden • Fulfil all requirements set out within the policy for Protecting Children and other Vulnerable People including (where applicable) reporting any signs of abuse or neglect to the Department for Families and Communities • As an Authorised officer, fulfil all requirements set out in the following Legislation: <ul style="list-style-type: none"> ○ Section 260.1 of the Local Government Act 1999 – C.D.F.G and I. Library Facilities Grounds & Car Parks
EXTENT OF AUTHORITY:	<ul style="list-style-type: none"> • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.

POSITION INCUMBENT NAME:	SIGNATURE:	DATE: