Bayside Council
Serving Our Community

Position Description

Community History Collection Project Officer

Position profile

| Business Unit	Customer Experience	Position number	
Department	City Life	Status	Fixed Term up to 12 months
Salary group		Date Endorsed	
Reports to	Manager Customer Experience		

Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.
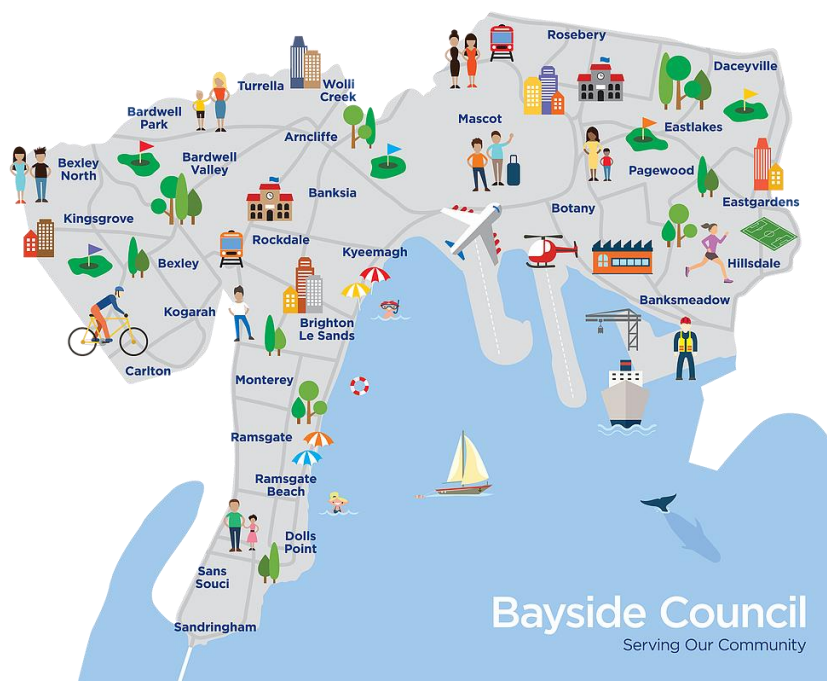
Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership -** We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People -** We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships -** We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service -** We go above and beyond - delivering an outstanding customer experience every time

Primary purpose of the role

Provide community history collection management and project management services to lead the review and harmonisation of Bayside Council's Community History Collection.

This position will be responsible for reviewing and establishing Bayside's community history governance framework in accordance with industry best practice standards. This position will also be responsible for conducting a full audit of the collection, developing standards, strategies, and action plans to order, preserve and make accessible the collections and project manage the migration of the collection from disparate locations to a more centralised solution.

Key accountabilities

Within the area of responsibility, this role is required to:

- Develop and manage and conduct a full audit of Bayside's community history collection (physical and digital), which includes assessing, ordering and relocating materials from different facilities
- Establish Governance Framework including Community History Collection Policy, Guidelines, management structure and naming Conventions in accordance with industry standards
- Develop Community History Digitalisation strategy, guidelines and action plan
- Research and identify storage options for physical archives, and a harmonised solution for storing and accessing digitised material
- Develop and implement a resource plan to harmonise all community history material
- Develop a training program and guides for staff preserving and accessing community history material.
- Engage and consult with stakeholders to identify their requirements and use this information to enable organisational direction, strategy and action.
- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, manager and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.

Key challenges

- Identifying and resolving complex challenges related to community history collection management, storage and accessability to create positive customer experience in a growing and diverse community.
- Controlling project scope creep or changes, and implementing robust protocols, which minimise financial implications, in order to optimise investment returns.
- Balancing community expectations, staffing and resources and government requirements in a politically sensitive environment.
- Delivering value for all stakeholders in an ethical, social and environmentally responsible manner.

Role Dimensions

Decision Making

- Operate with a degree of autonomy to determine day-to-day priorities in line with agreed project plan and individual work plan.
- Guided by Council strategic plans, statutory guidelines and relevant legislation.
- Responsible for leadership of the project and reporting to a project control group responsible for key decisions.

Essential Requirements

- University qualifications recognised by the Australian Library and Information Association and/or equivalent experience in a relevant field.
- Demonstrated experience in successfully delivering similar projects of similar scale
- Demonstrated experience in community history collection archiving and preservation management systems (physical and digital)
- Demonstrated experience in Project Management (Qualifications in Project Management is preferable but not essential).
- Demonstrated strong verbal and written communication skills
- Demonstrated understanding and application of library technology systems and solutions and its relationship with other Council solutions.
- Current Driver's Licence Class C and/or willingness to travel between Bayside facilities.

Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	**Foundational**
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	**Intermediate**
Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Foundational	• Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Personal Attributes Manage Self	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Influence and Negotiate	Intermediate	• Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Corporate Obligations

Budget	Council adopted budget for financial year.
Delegations	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
Risk Management	Contribute to Council's risk management framework.
Integrated Management Systems	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
Workplace Health and Safety	**Workers** have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities: • Participate in the implementation of WHS information within Council's Safety Management System (SMS) • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations • Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives • Wear personal protective equipment and follow safe work procedures, where relevant • Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and • Participate in incident investigations and risk assessments within 24 hours of notification. **INDOOR EMPLOYEE:** To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including: • Lifting/moving files, storage boxes etc, • Moving equipment for set up and storage, • Moving tables and chairs for meetings or training, Sitting and working posture when in meetings and at the workstation.
Code of Conduct	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
Customer Service	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
Records Management	Comply with Council's Records Management policies, procedures and guidelines.

Disclosures of Interest	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
Equal Employment Opportunity	Comply with EEO based legislation and Council's policies, procedures and guidelines.

HUMAN RESOURCES USE (REMOVE EITHER YES OR NO)	
Does this position fall under the definition of child related employment?	Yes
Does this position require incumbent to undergo criminal reference check?	**No**
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	**Yes**
Specify licence: Class C Drivers Licence	**Yes**
Will incumbent need to make disclosure of pecuniary interest?	**No**
Could there be a conflict of interest with secondary employment?	**Yes**