

Position Description

Senior Specialist Librarian

Position profile

Business Unit	Libraries and Lifestyle	Position number	P11226
Department	City Life	Status	Full Time Permanent
Salary group		Date Endorsed	2022
Reports to	Coordinator Libraries		

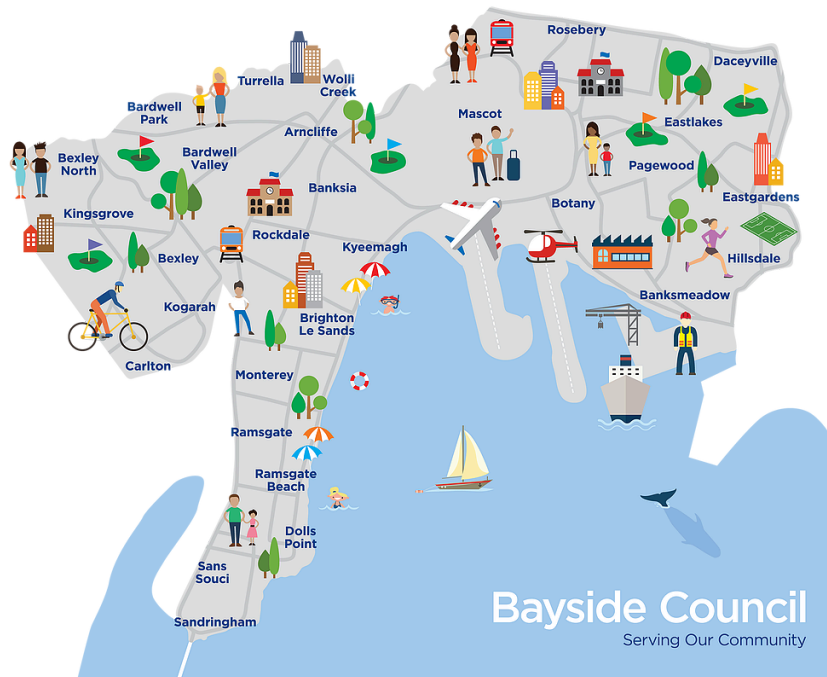
Overview

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 a socially inclusive Library and Information Service for all residents in the Bayside Local Government Area that emphasises the support of lifelong learning outcomes, digital participation, and innovative and effective partnerships and programs that focus on providing exceptional services to our customers.

The role is responsible for developing improved accessibility, participation, use of technology and innovation, collection, local history and multicultural services to enable exceptional services to be provided to customers.

Key accountabilities

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

- Assist and deliver high quality customer focused library and information services at multiple locations to meet the needs of the community.
- Lead a professional team in the development and delivery of high quality customer focused Library services to meet the needs of the community.
- Lead and deliver a team approach with an emphasis on service and technological innovation and improvement.
- Create and participate in the development and implementation of practices, guidelines, policies and procedures to enhance service delivery.
- Develop and maintain appropriate reporting methods for the delivery of Council's library service that captures key information and identifies trends to measure and improve service delivery.
- Monitor and review financial budgets to identify and report variations and amended forecasts to the Manager Libraries and Lifestyle.
- Engage and consult with stakeholders to identify their requirements and use this information to assist in development of library services and organisational activities.
- Network with other libraries, service providers and other organisations to share information and resources.
- Research and develop digital solutions and enhance the use of existing technology to improve accessibility to Council's library services.

- 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

- Managing multi-faceted services across multiple locations, taking into consideration individual branch requirements whilst ensuring consistent community engagement, customer service and professional assistance.
- Leading and building a customer centric focus and commitment to growing and developing library functions for a diverse and growing community.
- Leading implementation of critical and imperative changes and strategic initiatives, across the organisation achieving high levels of ownership and compliance.
- Identifying and resolving issues in a timely manner given the need to maintain a quality level of service and a positive customer experience in a high demand service environment.
- 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






- The role operates with a significant level of autonomy and is accountable for the delivery of initiatives and projects, on time, within budget and to meet expectations in terms of quality, deliverables and outcomes.
- Accountable for implementing the decisions made by the governing body, General Manager and Directors of Council.
- Guided by Council-agreed strategic plans, statutory guidelines and relevant legislation.

Essential Requirements

- Tertiary or other qualifications recognised by the Australian Library and Information Association and/or equivalent experience in a relevant field.
- Demonstrated experience and knowledge across a number of functional areas within relevant field.
- Working with Children Check Number.
- Current Driver's Licence Class C.
- Current First Aid certificate relevant to the role or wiliness to obtain.

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	Adept
	Manage Self	Advanced
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 Manage Self	Advanced	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Maintain a high level of personal motivation Take the initiative and act in a decisive way
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of style and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> 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
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks

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	<p>Coordinators have overall responsibility, accountability and authority to provide a healthy and safe workplace for workers throughout their area of responsibility.</p> <p>Coordinators will assist in the implementation of appropriate resources to meet the Department's work health and safety (WHS) objectives and assist in the implementation of strategies and will have the will have the following WHS responsibilities:</p> <ul style="list-style-type: none"> • Participate in the implementation of WHS information within Council's Safety Management System (SMS) for complying with any legal duty or obligation • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations are undertaken and implemented • Ensure that all workers in their areas of responsibility implement and monitor policies and procedures for their area of responsibility which reflect Council's SMS • Ensure that all workers in their areas of responsibility are provided with the necessary knowledge and skills to effectively enable them to carry out their WHS responsibilities and assess their WHS performance through KPIs noted in Individual Work Objectives • Ensure all workers have received orientation, WHS induction and relevant task specific WHS training within one (1) week from commencement • Ensure workers in their control are issued with and wear personal protective equipment and follow safe work procedures, where relevant • Report all hazards, near misses, and incidents as soon as made aware and no later than 24 hours following the event, and • Participate in incident investigations and risk assessments within 24 hours of notification. <p>INDOOR EMPLOYEE:</p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> • 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.

PEOPLE & CULTURE 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?	Yes
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	Yes
Specify licence: Class C Drivers Licence	No
Will incumbent need to make disclosure of pecuniary interest?	Yes
Could there be a conflict of interest with secondary employment?	Yes