

POSITION DESCRIPTION

POSITION TITLE:	LIBRARY OPERATIONS, SUPPORT AND ENGAGEMENT OFFICER
DIVISION:	CITY SERVICES AND LIVING
DEPARTMENT:	CITY LIFESTYLE
SECTION:	LIBRARIES
CLASSIFICATION:	BAND 5

POSITION OBJECTIVES:

- Support the Library Leadership Team and Library Management Team in achieving Hume Libraries' service objectives.
- In accordance with established library practices, directives and procedures, support library operations and staff engagement across the library service
- Contribute to the provision of high quality library services that meet the educational, recreational and information needs of the diverse Hume community by providing a high level of customer service and operational support.

KEY RESPONSIBILITIES AND DUTIES:

1. Library Operations Support

- Liaise with Team Leaders regarding staffing levels for rosters
- Develop and communicate work rosters for Hume Libraries teams within budgetary guidelines
- Manage last minute roster changes due to unexpected leave
- Manage the fortnightly timesheet run, including collating and checking staff timesheets, troubleshooting issues and liaising with Council Payroll. Recommend and develop identified library procedures for review by and approval of the Library Management Team
- Provide out-of-hours roster support
- Point of contact for all staff, including casual pool, regarding rosters, timesheets, training and administration support
- Supervise the Library Operations Support Officer, managing team tasks and projects in collaboration with Coordinator Library Customer Experience.

2. Professional development and training support:

- Coordinate induction & annual review processes for casual team members
- Identify and organise training for all library staff in accordance with developed rosters

- Organise and facilitate the in-house DISCOVER training program for Hume Libraries staff, identifying service-wide skills and knowledge gaps, as well as ways to address them through relevant professional development opportunities
- Coordinate compliance training for Hume Libraries staff in conjunction with P&C staff
- Coordinate service-wide professional development programs for Hume Libraries staff
- Supervise the administration of training records within the libraries
- Support wider profession by coordinating tertiary-level industry placements within the libraries and supervising placement students

3. Administrative support:

- Undertake clerical and administrative tasks in support of Leadership and Management teams
- Monitor the library budgets, identify and report potential areas of concern and assist in annual budget preparation
- Work with the Coordinator Library Customer Experience and Coordinator Library Engagement and Partnerships to ensure expenditure is within budget and consistently maintained throughout the year.
- Supervise the financial administration and operational purchasing for Hume Libraries in line with procurement guidelines
- Manage supplier details in the finance system, adhering to procurement policies
- Prepare quarterly reports and statistics for LGPRF reporting
- Maintain relationships with regular suppliers

4. Customer service responsibilities

- Work as part of the team to provide high quality customer service to the Hume community
- In accordance with established library practices, directives and procedures perform Shift Supervisor duties
- Provide excellent reference and information services to the Hume community
- Assist members of the public with electronic information sources

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ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Coordinator, Library Customer Experience
Supervises:	Library Operations Support Officer, Library Officers, Library Technicians, work experience students, community service students, volunteers (as applicable)
Internal Contacts:	City Lifestyle Staff Council staff
External Contacts:	Suppliers Community groups Members of the general public Training companies and individuals

ORGANISATIONAL CONTEXT

VISION


Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.


OUR VALUES

At Hume City Council, our Values underpin everything that we do.




We're better, every day

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.

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All for Hume

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
 - Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers

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and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

POLICE CHECK: The incumbent must have and maintain a current Police Check	
WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
PRE-EMPLOYMENT MEDICAL CHECK <ul style="list-style-type: none"> The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscularskeletal screening and drug & alcohol test. May also include cognitive assessment.) The incumbent must undergo a Pre-Employment Audio Test 	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> NO

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OTHER DUTIES

Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Library roster development, including communication to staff
- Freedom to act is governed by clear objectives, budgets, regulations, procedures, guidelines and policies, reporting to the Coordinator Library Customer Experience
- Operating within Council policies and procedures
- Ensuring continuity of library operations through effective workforce planning and timely administrative support.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- The objectives of the work are clearly defined within established procedures and the incumbent will be required to exercise judgement to achieve the required outcomes and standard of work
- The work may involve solving problems, using procedures and guidelines and the application of professional and technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situation and some creativity and originality is required
- Guidance and advice is usually available within the time required to make a decision.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Proficiency and comprehensive and experience in all library operational processes and procedures, including relevant technology
- Demonstrated experience in accounts and budget management including relevant technology, procedures and processes
- Understanding of the roles and function of the Library Leadership and Management Teams
- Skills in initiating, developing and maintaining positive communication and relationships

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- Ability to work within Council processes and timeframes

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated skills in managing time, setting priorities and managing multiple tasks simultaneously to achieve the objectives of the position with limited direction
- Demonstrated organisational skills and the ability to manage a rostered shift
- The ability to provide employees with supervision, guidance and on the job training
- Ability to implement personnel practices including those relevant to EEO, WHS and training and development

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Sound written communication skills include the ability to prepare routine reports and correspondence.
- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.
- Ability to deal with difficult situations and present a positive Council image.
- Ability to develop working relationships with staff and work together in a team environment.
- A high degree of self-motivation, and the ability to work without supervision.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Graduate Diploma in Library and Information Services or equivalent post-secondary qualification or less formal qualifications with work skills and relevant experience
- Experience in a Public Library or similar environment.

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TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using hand tools – vibration/powerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Condition/Activity	Constant	Frequent	Occasional	N/A

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Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc):				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position are to be undertaken in accordance with the General Employee Handbook.

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Graduate Diploma in Information Management or equivalent or relevant experience and work skills commensurate with the work outlined in this position description
2. Highly developed written and verbal communication skills, demonstrating excellent customer service with the capacity to effectively manage challenging customers while maintaining a positive and professional Council image.
3. Demonstrated ability to plan, develop and communicate complex daily rosters across multiple sites
4. Experience in financial administration duties (including purchasing, invoice processing & payment reconciliation in line with procurement procedures)
5. Demonstrated ability to plan, prioritise and complete work to a high standard, within set timelines and with competing priorities
6. Ability to develop working relationships with staff and work together in a team environment

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