

POSITION DESCRIPTION

POSITION TITLE:	Library Operations Support Officer
DIVISION:	City Services and Living
DEPARTMENT:	City Lifestyle
SECTION:	Libraries
CLASSIFICATION:	Band 4

POSITION OBJECTIVES:

The key objectives of the position are:

- Provide high quality operational and administrative support to the library management unit of Hume Libraries and contribute to the smooth operations of 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.

KEY RESPONSIBILITIES AND DUTIES:

1. Operations support duties:

- Coordinate and deliver on delegated administrative projects via the proficient use of MS Office, TEAMS, finance modules and rostering software
- Provide roster support to the roster administrator
- Monitoring, ordering and maintaining office equipment for all sites
- Financial administration duties including general purchasing, invoice processing and payment reconciliation
- Maintaining the key register for all sites
- Support in the delivery of projects and submissions as required
- Keep and maintain accurate training records for the libraries team
- General administration duties, such stationary ordering for all sites and monitoring/responding to Library Operations Support email inbox
- Create minutes and agendas as required
- Updating and maintenance of approved procedures manual, including electronic storage
- Assist in the delivery of regular training to all library staff
- Prepare Merit requests as required.
- General office duties as required and requested

2. Customer service:

- Undertake rostered customer service shifts across Hume Libraries branches as required
- Work as part of the team to provide high quality customer service to the Hume community
- Assist members of the public with electronic resources

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Library Operations Support and Engagement Officer
Supervises:	Library Officers, Work experience students; Volunteers
Internal Contacts:	Coordinator Libraries, Coordinator Library Collections and Technology, Coordinator Library Engagement and Partnerships; Coordinator Library Customer Experience; all Hume Libraries staff; City Lifestyle staff; Hume City Council staff
External Contacts:	Suppliers & Vendors

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 organization policy and procedures including WHS, EEO and Code of Conduct.
- All key responsibility areas and duties and providing efficient, responsive support to the Library Operations Support & Engagement Officer.
- Efficient communication to all customers.
- Operating within Council policies and procedures.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- The objectives of the work are clearly defined and 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 and skills acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required. Guidance is always available within the time required to make a decision.

Position Description Official current version refer to HQ. Printed copy for immediate use only. Page 2 of 9	Approved By: Manager People & Culture	Approval Date: October 25
	Author: Manager People & Culture	Review Date: April 2026

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Understanding and working knowledge of relevant technology, processes and procedures.
- Excellent and proficient computer skills.
- Proven accuracy and attention to detail skills.
- Knowledge of financial administration and reconciliation processes.
- Knowledge of and skills in roster management.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Ability to work flexibly in a high demand environment.
- Passionate, dedicated and able to work within a team environment.
- Ability to work with limited direction and accept a high level of personal responsibility for completing tasks.
- Demonstrated ability to manage own time and the ability to be well organized and manage several tasks simultaneously.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Well-developed interpersonal skills and negotiant skills.
- Demonstrated communication skills, written, verbal and non-verbal.
- Demonstrated understanding of the importance of confidentiality and privacy of both customers and staff information.
- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Demonstrated experience in public libraries, office administration and/or customer service highly desirable.
- Relevant experience and work skills commensurate with the work outlined in this position description.
- Current driver's license.

Position Description OFFICIAL current version refer to HQ. Printed copy for immediate use only. Page 3 of 9	Approved By: Manager People & Culture	Approval Date: October 25
	Author: Manager People & Culture	Review Date: April 2026

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.
	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.

Position Description: Official current version refer to HQ. Printed copy for immediate use only. Page 4 of 9	Approved By: Manager People & Culture	Approval Date: October 25
	Author: Manager People & Culture	Review Date: April 2026

- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- 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.

Position Description: Official current version refer to HQ. Printed copy for immediate use only. Page 5 of 9	Approved By: Manager People & Culture	Approval Date: October 25
	Author: Manager People & Culture	Review Date: April 2026

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 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.

Position Description: OFFICIAL current version refer to HQ. Printed copy for immediate use only. Page 6 of 9	Approved By: Manager People & Culture	Approval Date: October 25
	Author: Manager People & Culture	Review Date: April 2026

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	☒ YES ☐ NO
PRE-EMPLOYMENT MEDICAL CHECK	
- The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular/skeletal screening and drug & alcohol test. May also include cognitive assessment.) - The incumbent must undergo a Pre-Employment Audio Test	☐ YES ☒ NO ☐ YES ☒ NO
OTHER DUTIES	
Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

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							x	
– below 10kgs					x			
Manual handling frequency							x	
Repetitive manual work							x	
Repetitive bending/twisting							x	
Repetitive kneeling/squatting							x	
Working with arms above head							x	
Lifting above shoulder height							x	
Using hand tools – vibration/powered							x	
Operating precision machinery							x	
Close inspection work							x	
Wearing hearing protection							x	
Wearing eye protection							x	
Wearing safety shoes/boots (steel cap) / gum boots							x	
Wearing other relevant PPE							x	
Working in dusty conditions							x	
Working in wet/slippy conditions							x	
Working with chemicals/solvents/detergents							x	
Washing hands with soap (hygiene)					x			
Working at heights							x	
Working in confined spaces							x	
Working in chillers (+4 degrees C)								
Performing clerical duties	x							
Working on a keyboard	x							

Driving cars and/or trucks	☐	☐	☒	☐
Other (please specify)	☐	☐	☐	☐
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 description are to be undertaken in accordance with the General Employee Handbook.

AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook, and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

SELECTION CRITERIA:

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. Demonstrated experience in public libraries and / or office administration highly desirable
2. Excellent customer service skills and experience working within a high demand environment
3. Demonstrated proficiency with common office technologies and software, including (but not limited to) Microsoft Office suite / Office 365, and rostering software
4. Experience in financial administration duties (including purchasing, invoice processing & payment reconciliation in line with procurement procedures)
5. Excellent time management skills, with ability to prioritise tasks and action efficiently as required in a busy, fast-paced environment
6. Ability to develop efficient administrative processes to streamline tasks and maintain accurate records

Position Description Official current version refer to HQ. Printed copy for immediate use only. Page 9 of 9	Approved By: Manager People & Culture	Approval Date: October 25
	Author: Manager People & Culture	Review Date: April 2026