



**Young Shire Council**

**INFORMATION PACKAGE**

*for the position of*

**Trainee Library Officer**

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**YOUNG SHIRE COUNCIL**



**YOUNG SHIRE COUNCIL**

**POSITIONS VACANT**

**Traineeship in Library Services  
Twelve (12) Month Fixed Term**

Are you motivated and have an interest in the community? Want to develop your information skills and have a love of literature? This could be the position for you! Young Shire Council has on offer a traineeship in the following course

**Certificate III in Information and Cultural Services**

In this role you will gain hands on experience in providing effective customer services and support to the South West Regional Library. Key areas of accountability for this position include; assisting and supporting the Regional Librarian to ensure the efficient day to day running of the Library, providing quality customer service to all customers, participating and contributing to an effective and productive team.

The position will be classified as Trainee under the Local Government (State) Award 2014 (T3 to T4) with a salary range of \$499.71 to \$584.10 per 33 hr week- weekend work is part of standard hours. Commencement salary will depend upon age and qualifications.

Applicants should be prepared to undergo a medical examination as part of the selection process. An information package must be obtained by visiting Council's website at [www.young.nsw.gov.au](http://www.young.nsw.gov.au) or please contact Council's Human Resources on 02 6380 1234.

Applications for the position will be received up until 4.00pm Thursday 21/01/16.  
Applicants must specifically address each of the essential and desirable criteria for the position.

David Aber  
General Manager

*Young Shire Council is an Equal Employment Opportunity Employer*

**GENERAL INFORMATION**

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**Position Name:** *Trainee Library Assistant*

**Objectives of Position**

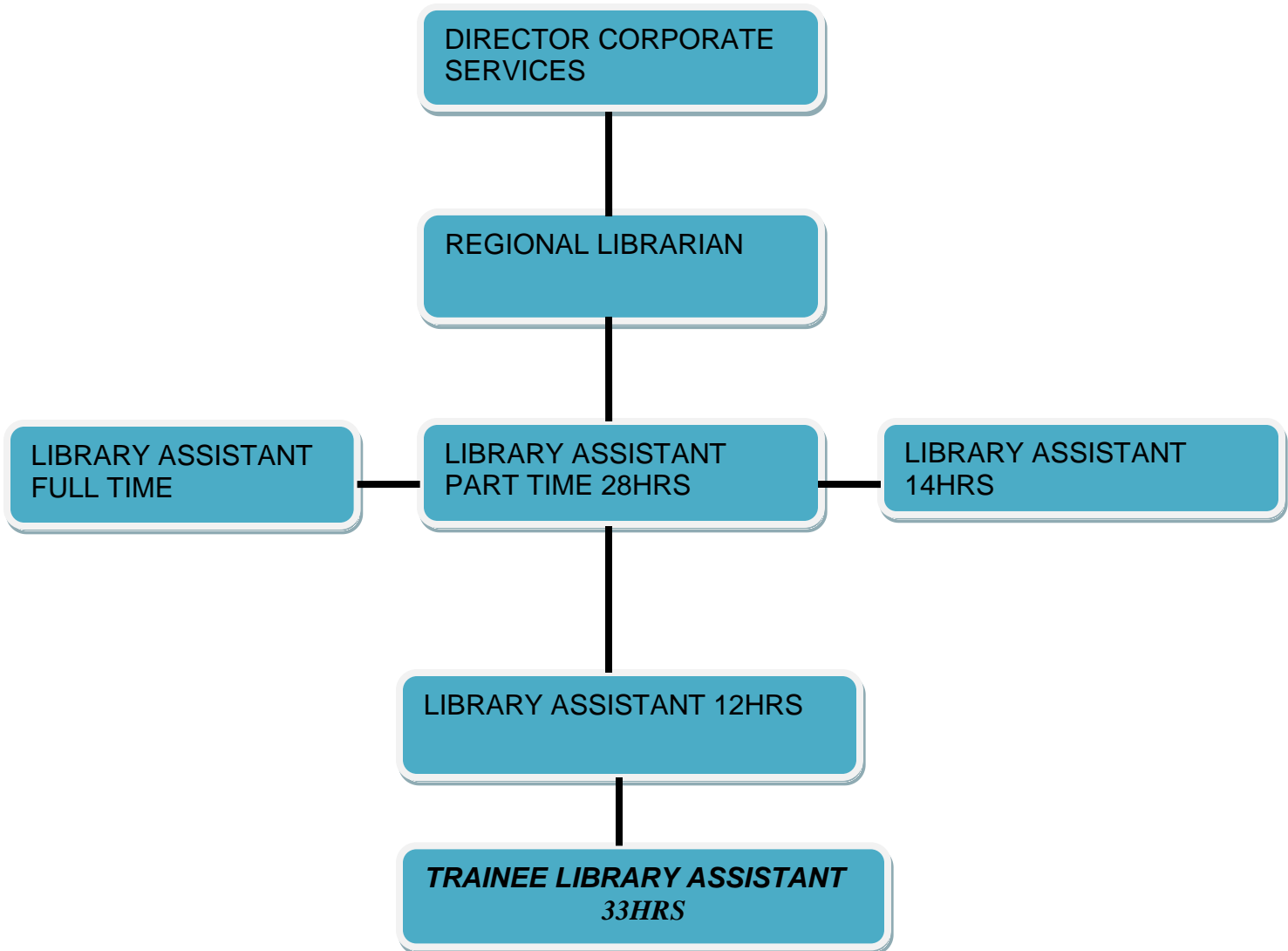
Providing services to all Library users through front counter reception, reference queries, Internet access, issuing and returning of library books, mail, data entry, filing and general office functions and to assist the Regional Librarian in the management of the South West Regional Library.

**Responsibility**

The position reports to the Director of Corporate Services .

**Structure of Department**

The position reports to the Director of Corporate Services



**Qualifications**

The preferred qualification is a Higher School Certificate.

Applicants holding a School Certificate that can demonstrate relevant customer service experience will be also be welcomed.

**Salary** The position is classified as Trainee 3 to4 under the Local Government (State) Award 2014 depending on age and education qualifications. The salary range for the position is as follows:

<b>Level</b>	<b>Rates Per Week</b>
<i>T3 at 17years of age</i>	\$513.19
<i>T4 at 18years of age or over or HSC</i>	\$599.84

Trainees also enjoy other benefits as outlined under the Conditions of Employment.

**Conditions of Employment**

Conditions of employment include:

- The Local Government (State) Award 2014
- 33 hours per week - *Weekend work is classified as part of standard hours.*
- Twelve (12) Month Fixed Term
- Leave provisions as per Award:
  - 4 weeks annual leave but no leave loading.
  - Sick Leave of 3weeks prorata which includes provision for Carers Leave
- Council funded superannuation, currently 9.5%.
- Uniform supplied.
- Council has a smoke free work environment policy.
- Applicants may be requested to undertake pre-employment medical assessments and drug and alcohol test at Council's expense to assist in determining their suitability for the position.

An offer of employment would be subject to a probationary period of 12 weeks. Subject to satisfactory performance, employment would be confirmed at the end of the probationary period.

## ***Applying for the Position***

### ***IMPORTANT Information Guide for Job Applicants***

Selection is based on the assessment of each applicant in relation to the selection criteria identified in the Position Description for the advertised vacancy. Therefore, write your application so that the selection panel can assess your capabilities against each of the selection criteria. A letter and/or resume on its own are generally not sufficient.

Whilst there is no set format for your application, the following is a general guide on what should be included:

#### **1. Covering Letter to support your application**

A letter introducing yourself and advising what you are attaching to support your application.

#### **2. Statement which addresses selection criteria**

You should concisely and adequately illustrate how you meet each criterion.

**Compile a 'Statement Addressing Criteria', list each of the criteria and write a paragraph providing examples of how you meet the criteria.**

You may also include transferable knowledge, skills or abilities in areas relevant to the selection criteria that you have developed outside the workplace as evidence that you meet selection criteria, eg. A leadership role in a volunteer organisation.

**Note that applications which do not adequately address all the necessary selection criteria may not be considered further and may miss out on an interview**

#### **3. Resume**

Include a resume with correct information (full name, address, telephone numbers and email address) and a summary of your work experience detailing where you have worked, positions held, period of employment and brief details of duties performed.

#### **4. At least two work related referees**

In your resume include details of at least two people who can be contacted who can provide information about how you meet the selection criteria. Provide their names, position titles, addresses, telephone numbers and email address. As a matter of courtesy you should advise the people you have nominated as your referees that they may receive a call from a prospective employer.

#### **5. Give complete and relevant information**

Your application is a tool to sell your skills and abilities. It is the first stage in the selection process. It should be well presented and supply such detail as is necessary to fully explain your capabilities and experience. Do not simply state that you meet the requirements of the selection criteria. Give examples that demonstrate how you meet each criterion ie. numbers of staff supervised, examples of suggestions which have been implemented, etc.

#### **6. Be concise**

Avoid being long-winded, overstating your case or exaggerating your abilities.

#### **7. Application should be typed.**

It is preferred if your application is typed, single sided and stapled in the top left hand corner. There is **no** need to insert your application into a plastic presentation folder.

## **8. Selection Criteria**

Candidates for interview will be selected based on the following selection criteria:

### **Essential:**

- Higher School Certificate or equivalent
- Sound level of computer literacy and typing skills, with certifications or demonstrated experience in the use of Microsoft Word, Microsoft Excel and the Internet
- Interest in community, national events and current affairs.
- Demonstrated ability to work to provide quality assurance in customer service
- Demonstrated ability to work as part of a small team
- Sound understanding of WHS and EEO practices and principles.

### **Desirable:**

- Knowledge of general office procedures
- Interest in community, national events and current affairs.
- Previous experience using a computerised Library system (Libero Library system)
- Demonstrated ability and competence in cataloguing/ classification of library materials
- Experience in cash handling and receipting

## **Where to Submit an Application**

Application may be e-mailed to [mail@young.nsw.gov.au](mailto:mail@young.nsw.gov.au) or mailed to:

The General Manager, Young Shire Council, Locked Bag 5, YOUNG NSW 2594

## ***Interviews***

Candidates for interview will be selected from the applications based on the above selection criteria. This is why it is important to ensure that you attached a Criteria Statement. Applicants selected for interview will be notified by telephone within 2 week after the closing date.

## ***Appointment***

An offer of appointment will be subject to the successful applicant obtaining an audiometry assessment and a satisfactory medical and functional assessment to determine applicant's physical suitability for the position. Council will pay the cost of the assessments.

## JOB DESCRIPTION



### YOUNG SHIRE COUNCIL

#### **1 GENERAL DESCRIPTION**

- 1.1 Position:** Trainee Library Officer
- 1.2 Position Holder:** Vacant
- 1.3 Division:** Corporate Services Group
- 1.4 Location** Young Regional Library
- 1.5 Role:** The Library Trainee Officer provides a high standard of customer service to all Library users through front counter reception, reference queries, Internet access, issuing and returning of library books, mail, data entry, filing and general office functions. In addition to providing assistance to the Regional .
- 1.6 Position Reviewed:** December 5
- 1.7 Accountable to:** Director Corporate Services
- 1.8 Accountable for:** Accountable for the satisfactory completion of all duties within the set time schedule; to the appropriate standard, and in a safe and efficient manner in accordance with the WH&S act, regulations and requirements and Council policies which apply.  
Is responsible for providing a reasonable quality of work and that tasks are performed in an efficient, effective and acceptable manner
- 1.9 Delegated Authority:** Nil

#### **2 AWARD/SALARY PROVISIONS**

- 2.1 Award Coverage** The NSW Local Government (State) Award 2014
- 2.2 Work Hours:** 33hrs per week –Tuesday to Saturday
- 2.3 Salary System Grade:** Trainee 3 - \$513.19 per week  
Trainee 4 - \$599.84 per week
- 2.4 Training** The Trainee will undertake and complete a Certificate III in Information and Cultural Services  
a) The training will be delivered through a local TAFE institution.  
b) Training will also be delivered in-house on the job

### 3 SELECTION CRITERIA:

#### 3.1 Essential:

- Higher School Certificate or equivalent
- Sound level of computer literacy and typing skills, with certifications or demonstrated experience in the use of Microsoft Word, Microsoft Excel and the Internet
- Interest in community, national events and current affairs.
- Demonstrated ability to work to provide quality assurance in customer service
- Demonstrated ability to work as part of a small team
- Sound understanding of WHS and EEO practices and principles.

#### Desirable:

- Knowledge of general office procedures
- Interest in community, national events and current affairs.
- Previous experience using a computerised Library system (Libero Library system)
- Demonstrated ability and competence in cataloguing/ classification of library materials
- Experience in cash handling and receipting

### 4. POSITION DUTIES

#### Key Responsibilities

#### Performance Criteria

4.1 Customer Service	
Provide effective and efficient library and information services to all library users on a part time basis during library hours.	Efficient and effective library services are provided to all internal and external customers.
Assist patrons in the use of computer bookings, internet access, online public access catalogue, website, photocopier' printers and related digital technology.	Customer needs are supported in accessing and using library IT facilities
Assist patrons with reference queries and material selection	Customer needs are met in accessing materials and reference queries
Perform internal and external customer service duties including answering and redirecting phone calls and attain and maintain excellence in customer service	A consistent service and welcoming environment is provided to all customers. All correspondences are undertaken in accordance with Council's Customer Service Standard Operating Procedures, Delivery Program and Operational Plan.



<b>4.2 Library Resource and Materials</b>	
<p>Perform functions such as issuing, reserving and locating library materials for Patrons.</p> <p>Conduct cleaning and tidying of books on a regular basis.</p>	<p>Library materials are correctly issued, returned and reserved using the library records system</p> <p>The condition of library books and other related materials are maintained at a functional standard</p>
<b>4.4 Administration Support</b>	
<p>Assist the Regional librarian in the management of the library and its functions</p> <p>Perform general office filing and cash handling duties</p> <p>Work in a individual and team environment</p>	<p>Provide professional and high quality assistance to the Regional librarian</p>

## 5. **SPECIALIST KNOWLEDGE AND SKILLS**

- Specialised knowledge and skills are obtained through on the job training and Council based induction.
- Application of skills including on and off the job accredited external training will lead to a formal qualification

## 6. **AUTHORITY AND ACCOUNTABILITY**

This position is accountable for the efficient operation of:

- front counter customer service, including telephone contact
- records management
- general cleaning and upkeep of library materials
- general administration activities
- Completion of tasks will be monitored by South West Regional Librarian.

## 7. **JUDGEMENT & PROBLEM SOLVING**

- Standard operational procedures are to followed
- Ability to research & develop options for problem solving.
- Assistance may be readily available from others in problem solving.

## 8. MANAGEMENT SKILLS

- Not required
- There are no employees reporting directly or indirectly to this position

## 9. INTERPERSONAL SKILLS

- To provide information in an efficient and accurate manner to other Council staff and the public when necessary
- To understand and accept specific job directions and communicate with supervisor and other employees

## 10. QUALIFICATIONS & EXPERIENCE

- Completion of School Certificate with relevant customer service experience or the Higher School Certificate.
- Not to perform any procedure or task unless appropriate training and instruction has been received.

### ***Code of Conduct***

At all times employees should act in a manner that enhances community confidence in Council. The community is entitled to quality service and a positive helpful attitude. While on duty, employees are to give the whole of their time and attention to the business of Council. Employees need to keep up to date with advances in their area of responsibility and carry out their duties conscientiously, honestly, fairly and impartially.

Employees are required to treat all people with courtesy and sensitivity concerning their rights. All employees are required to comply with the Code of Conduct at all times.

### ***Continuous Learning***

All Council employees are expected to accept continuous learning as part of their position. This learning may involve a range of methods, from in-house workshops to training and development by external providers.

Learning and development is considered necessary to assist with effectively carrying out the duties of the position.

<b>Core Competencies for all Staff</b>	
Demonstrate an appropriate knowledge of Council's purpose, structure, values and services with particular emphasis on one's own area of employment	<ul style="list-style-type: none"><li>• Ability to communicate knowledge of Management Plan and how it relates to position and Council's goal</li><li>• Accept responsibility for and manage own work</li><li>• Always represent Council in a positive manner</li></ul>
Display a customer focused attitude when dealing with both internal and external customers	<ul style="list-style-type: none"><li>• Responses and actions are appropriate</li><li>• Difficult customer situations are dealt with appropriately and without delay</li><li>• Prioritise customer care as a key issue</li></ul>
Prioritise and respond to tasks within agreed timeframe	<ul style="list-style-type: none"><li>• Civicview Records tasks are kept up to date</li></ul>

Communicate in a clear and concise manner when dealing with customers and fellow employees	<ul style="list-style-type: none"> <li>• Clarify communications to ensure they are understood</li> <li>• Document all dealings of consequences</li> </ul>
Deliver a high quality service and seek ways to improve work processes	<ul style="list-style-type: none"> <li>• Customer needs and expectations are correctly identified</li> <li>• Demonstrate an attitude of proactive system improvement</li> </ul>
Co-operate with other employees, actively seeking to share the workload and assist in enhancing team morale	<ul style="list-style-type: none"> <li>• Proactively set and meet work goals</li> <li>• Need for additional support to improve performance is communicated with supervisor</li> <li>• Assist other in meeting team goals and deadlines Demonstrate teamwork and cooperation both within team and across all Council Departments</li> </ul>
Demonstrate a commitment to the Council as the employer and maintain a high level of integrity, fairness, honesty and confidentiality	<ul style="list-style-type: none"> <li>• Demonstrate a strong work ethic and a commitment to high standards of internal and external service delivery</li> <li>• Always represent Council in a positive manner</li> <li>• Understand and comply with Code of Conduct</li> </ul>
Show respect to other employees and actively discourage all forms of discrimination harassment and bullying	<ul style="list-style-type: none"> <li>• Behaves ethically at all times in the workplace</li> <li>• No substantiated complaints received</li> <li>• Follow and promote EEO principles and deal with others fairly and impartially Other employees assess non-discriminatory and non-bullying behaviour</li> </ul>
Demonstrate an understanding of Council's Work Health and Safety policies and procedures and conform to all WHS requirements of the job	<ul style="list-style-type: none"> <li>• Evidence that WHS is understood and policies and procedures are followed</li> <li>• Actively and positively contribute to participative arrangements for the management of WHS</li> <li>• Implements and monitors risk control measures, consistently, identify and report inadequacies</li> </ul>
Actively take part in all relevant programmed training activities and seek to improve performance by gaining new skills and knowledge.	<ul style="list-style-type: none"> <li>• Accept continuous learning as part of requirement of position</li> <li>• Opportunities to meet identified development and learning needs are discussed and accepted</li> </ul>

### WHS Responsibilities

WHS for Employees	Performance Measure
Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements.	<ul style="list-style-type: none"> <li>• Evidence of promotion of, and conformance with, Council policies and procedures</li> </ul>

Ensuring regular monitoring of Health and Safety performance in the area of their responsibility	<ul style="list-style-type: none"> <li>• Conducting Workplace inspections,</li> <li>• Conducting Audits where appropriate.</li> <li>• Analysis of accident/incident trends</li> <li>• Regular team meetings</li> </ul>
Commitment to WHS	<ul style="list-style-type: none"> <li>• Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc</li> </ul>
Undertaking accident/incident investigations	<ul style="list-style-type: none"> <li>• Evidence of documented and signed accident incident register</li> </ul>
Attending health and safety meetings Evidence of signed/ documented minutes	<ul style="list-style-type: none"> <li>• Evidence of documented and signed accident minutes</li> </ul>
Providing new employees with WHS induction training and specific job training where required	<ul style="list-style-type: none"> <li>• Employee inductions complete</li> </ul>
Facilitating rehabilitation for injured employees	<ul style="list-style-type: none"> <li>• Evaluation of induction by employees</li> <li>• Evidence of signed return to work programs</li> <li>• Selected duties provided</li> </ul>
Ensure employee awareness of Health and Safety management systems and specific workplace hazards	<ul style="list-style-type: none"> <li>• Regular documented meetings with staff</li> <li>• Conducting random inspections to ensure that correct WH&amp;S procedures are being implemented by staff</li> </ul>
Providing a clear definition, in writing, of all work procedures	<ul style="list-style-type: none"> <li>• All work instructions are documented and provided to staff with explanation.</li> </ul>
Developing health and safety procedures	<ul style="list-style-type: none"> <li>• Development of specific procedures where required</li> </ul>

## 17. Physical Requirements

The following table represents the physical environment in which the employee will be required to operate under normal circumstances based on average daily exposure to the nominated tasks. Additional tasks / requirements can be added.

**\*Key:** *Not Applicable*      **N**      *Not Relevant to this position*  
*Occasional*                      **O**      *Task is performed for 0-33% of the day*  
*Frequent*                         **F**      *Task is performed for 34-66% of the day*  
*Constant*                        **C**      *Task is performed for more than 66% of the shift*  
*Repetitive*                       **R**      *Work cycle is repeated < 30 sec & performed for > 60min*

WORKING CONDITIONS / PHYSICAL REQUIREMENTS - see *Key N, O, F,C,R					
General Demands		Sensory Demands		Other Demands	
<b>Neck Movement</b> (looking up, down, sideways)	<b>O</b>	<b>Sight</b> Use of sight as an integral part of task performance eg. Dark, fine detail	<b>C</b>	Meeting Deadlines	<b>C</b>
<b>Reaching</b> (above shoulder height, forward/side extended)	<b>O</b>	<b>Sight</b> Ability to discriminate between colours	<b>N</b>	Conflict Resolution	<b>O</b>
<b>Hand/Arm Movements</b> (stacking, reaching, mopping, tool use)	<b>O</b>	<b>Hearing</b> Effective hearing ability as an integral part of task performance	<b>C</b>	Sitting for extended periods	<b>C</b>
<b>Bending/Twisting</b> (forward/ backward bending or twisting at waist)	<b>O</b>	<b>Smell</b> use of smell senses as an integral part of task performance	<b>O</b>	Dealing with people	<b>C</b>
<b>Kneeling/Squatting</b>	<b>O</b>	<b>Balance</b>	<b>O</b>	Underground Work	<b>N</b>
<b>Leg Movements</b> (operate machinery)	<b>N</b>	<b>Environmental Factors</b>		Personal Protective Equipment	<b>O</b>
<b>Standing</b> (upright without moving)	<b>F</b>	<b>Dust</b> (expose airborne material ie. Dust)	<b>N</b>	<b>Radiation</b> Tasks involve magnetic or radiation sources	<b>N</b>
<b>Driving</b> (operate any mobile plant)	<b>O</b>	<b>Gas / Fumes</b> Working with gases or fumes	<b>N</b>		
<b>Walking</b> Even surfaces	<b>F</b>	<b>Liquids</b> Tasks involve working with liquids which may cause skin irritations if contact is made with the skin	<b>N</b>	<b>Manual Dexterity</b> Tasks involve fine motor hand/finger use, including pinching, fine manipulation, keyboard use and writing	<b>C</b>
<b>Walking</b> Uneven surfaces	<b>O</b>	<b>Noise</b> Tasks involve exposure to high noise environments, and hearing protection is required to be worn	<b>O</b>	<b>Manual Dexterity</b> Gross motor hand use Gripping, holding, clasping	<b>F</b>
<b>Walking</b> Walking while manual handling object	<b>O</b>	<b>Lighting</b> Tasks involve working in dark or visually- poor environments	<b>N</b>	<b>Task involves working in an awkward positions</b> (Describe)	<b>N</b>
<b>Walking</b> (Up or down steep slopes)	<b>O</b>	<b>Temperature</b> Task involve working in extremes of temperature - hot or cold	<b>O</b>	<b>Confined Space</b> (confined spaces work)	<b>N</b>
<b>Climbing</b> (in and out of plant)	<b>N</b>				
<b>Climbing</b> (stairs, ladders, scaffolding)	<b>N</b>				
<b>Manual Handling</b> Tasks involve manual handling of objects (lifting, lowering, carrying, pushing, pulling, restraining)  Light, Moderate, Heavy	<b>Light</b>	<b>Hazardous Substances</b> Tasks involve working with hazardous substances	<b>O</b>	<b>Cardiovascular Fitness level required for position</b> Low (sedentary) Medium High (constantly on feet, repetitive physical work)	<b>Low</b>

**FURTHER INFORMATION**

Further Information on the position can be obtained by contacting the Human Resource Officer at Young Shire Council on 02 63801234