



Position Profile

1331 – Senior Library Officer – Arts, Heritage and Libraries

About Council

The Sunshine Coast Council continues to take a lead role in shaping a prosperous future for our community through a vision to be Australia’s most sustainable region – healthy, smart, creative.

Sunshine Coast Council is one of the largest local governments in Australia, serving a community of more than 330,000 residents across an area of approximately 2,291 square kilometres. Council’s 2021-2025 Corporate Plan aims to deliver a smart economy, a strong community, a healthy environment, service excellence and an outstanding organisation. These objectives provide our community and our organisation with a line of sight to the programs, projects and services provided by council to residents, businesses and visitors across our region every day. Our employees’ passion and commitment to the region and their willingness to go above and beyond, is what sets Sunshine Coast Council apart as a local government organisation.



Our Values

Everything council does is underpinned by its values which define the culture of the organisation and the behaviours that shape our interaction with the community and each other.

Respect for each other in our working relationships

Being our best by continuing to learn, grow, challenge and change

Working as one team across the organisation and with our community

High standards in our conduct, service and governance

Service excellence for our customers and each other

Our Corporate Plan Goals

1. **A Smart Economy** - A prosperous, high-value economy of choice for business, investment and employment.
2. **A Strong Community** - In all our communities, people are included, treated with respect and opportunities are available to all.
3. **A Healthy Environment** - Maintaining and enhancing the region's natural assets, liveability and environmental credentials.
4. **Service Excellence** – Positive experiences for our customers, great services to our community.
5. **An Outstanding Organisation** - A high performing, innovative, customer-focused organisation marked by great people, good governance and regional leadership.

Position Summary

Position title	Senior Library Officer		
Position number	1331		
Reports to	Team Leader Library Hub		
Position type	Establishment		
Position classification	Award Based - Queensland Local Government Industry Award (Stream A) – State 2017 – Level 3		
Group	Economic and Community Development		
Branch	Arts, Heritage and Libraries		
Team	Library Services		
Employment area	Sunshine Coast	Current Location	Beerwah
Team leadership/ supervision	General oversight and supervision of library employees as required.		
Internal liaison	Coordinator, Team Leader, Supervisors, Team Members and other Council employees.		
External liaison	General public, community service providers, educational bodies.		
Delegations	As per Council's Delegations of Authority relating to financial, administrative, human resource management, Workplace Health & Safety (WH&S) and environmental management responsibilities.		
Date last reviewed	15 June 2022		

Key Responsibilities

- To manage the day to day operation of library branch circulation, providing excellent customer service to internal and external customers, in accordance with Council's commitment to Sunshine Coast residents.
- Roster, supervise and assist library employees (when required) in the provision of frontline services to library users to ensure quality control of circulation procedures and appropriate distribution of workloads.
- Provide leadership to employees, participate in work team activities and contribute to relevant training, professional development and change management strategies and the delivery of high quality customer service.
- To ensure excellence in the presentation of the collection throughout the branch, including the review of materials for repair and replacement, and general retail presentation of the library.
- Assist the Supervisor and other employees with the development and delivery of promotional, youth support, outreach and other programs as required to increase awareness of the library and its services to external and internal customers.
- Act in the role of Library Supervisor for short periods as required, taking on all related responsibilities.
- Liaise with contractors and other council branches to ensure the library's building, furnishings, fittings, plant and equipment are maintained in good condition.

- Assist in the provision of reference and information services to library users, including on-line information retrieval and inter-library loans and instruction on the use of library resources, technology and equipment.
- To be responsible for the collection, recording, safe delivery and balancing of all monies collected in the course of daily library business.
- Responsible for the compliant capture and secure use of public records in line with Sunshine Coast Council Records Management Policy during the conduct of daily business.
- Participate in the development of a healthy and safe workplace. Embracing initiatives, information and training and incorporating safety into all daily activities. Demonstrate safe work behaviours, abiding by procedures, identifying and reporting hazards, and contributing to all aspects of a safe workplace culture.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

(Additional Level 4 responsibilities)

- Coordinate employee performance review process, and performance coaching as required, and contribute to building capability and morale.
- Assist in budget management and reporting
- Project management as required and contributing to improvement in library processes to improve efficiency and effectiveness in line with library plans.

Key Requirements

Mandatory Requirements / Experience

- Diploma of Librarian and Information Science, Community Development or other related discipline
- Substantial relevant experience in a Library environment, customer service environment or other relevant experience with demonstrated business acumen and ability to apply legislation, policies, standards, and procedures relevant to the area of work
- Strong leadership skills with the ability to motivate, guide and build rapport, and contribute to team culture in line with Council values.
- Strong time management, work prioritisation and organisation to develop plans, coordinate actions, gain cooperation and deliver outcomes.
- Strong communication and customer service skills with demonstrated ability to prepare standard business correspondence and use initiative and sound judgement to guide employees, and resolve problems often requiring tact and sensitivity.
- You must comply with any applicable current or future Qld Government Public Health directive for vaccination requirements.

Desirable Requirements / Experience

- Current "C" Class Driver's Licence.

Corporate Requirements

- Commitment to the agreed Sunshine Coast Council values and behaviours
- Compliance and adherence to Code of Conduct
- Participation in Performance Review and Planning
- Availability to work across council work locations
- Commitment to the Work Safe : Live Well 7 Safety Essentials

Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪ Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪ Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.