



## Position Description

### Collections Officer

|               |                         |
|---------------|-------------------------|
| Division      | Community and Belonging |
| Business Unit | Library Services        |
| Grade         | NB F                    |
| Job Code      | JC00360                 |

### Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

### Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

### Division

#### Community and Belonging

The Community & Belonging Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bushland, rural and coastal community. The Division comprises of the following business units – Children's Services; Community, Arts and Culture; Customer Service; and Libraries.

### Business Unit

#### Library Services

Leading in the delivery of Safe, Inclusive and Connected Library Services, Northern Beaches Libraries operates one of the largest and most well-used public library services in NSW. The library network has six physical branch libraries across the Northern Beaches – Manly, Warringah Mall (Brookvale), Dee Why, Forestville, Glen Street (Belrose) and Mona Vale. It supports four community libraries and has an extensive range of resources, both physical and digital.

## Primary Purpose of the Position

Supports the development, management and delivery of physical and digital collections supporting a library service that is innovative, community focused and recognised as a leader in the industry.

## Key Accountabilities

- Undertake collection management activities to support consistent and contemporary practices across the service.
- Undertake acquisitions and catalogue maintenance supporting discovery and access to collections.
- Undertake administrative tasks or projects as required to contribute to ongoing innovation and collections improvements.
- Undertake data gathering and reporting to support evidence-based approaches to collection management.
- Undertake customer service duties to support the effective operation of library branches across a 7-day service.
- Maintain a tidy, well-presented branch and collection ensuring a positive and engaging user experience in branches.

## Key Challenges

- Delivery of outstanding customer service whilst supporting a diverse community with differing needs and expectations.
- Balancing multiple projects, within a high volume work environment and the need to address requests and unforeseen challenges.
- Identifying and monitoring trends and developments within the library industry to ensure skills and knowledge remain aware of best practice.

## Key Internal Relationships

| Who                     | Why                                                                                                                                                                                                                                    |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Team Leader Collections | <ul style="list-style-type: none"> <li>• Provides direction and instruction on work tasks and delivery of customer service</li> <li>• Collaborate to ensure the effective performance of the team and wider library service</li> </ul> |
| Library Team Members    | <ul style="list-style-type: none"> <li>• Work collaboratively to ensure the effective performance of the service</li> <li>• Guide, support and coach team members</li> </ul>                                                           |

## Key External Relationships

| Who                         | Why                                                                                                                                                         |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| External Library services   | <ul style="list-style-type: none"> <li>Support delivery of library services to the Northern Beaches community</li> </ul>                                    |
| Customers/Community Members | <ul style="list-style-type: none"> <li>Provision of excellent customer service, responding to enquiries and supporting use of the library space.</li> </ul> |

## Key Role Dimensions

### Decision Making

- In line with the Northern Beaches Council People Delegations.

### Reports to

- Team Leader Collections

### Direct Reports

- N/A

### Budget

- N/A

### Essential Criteria

- Tertiary qualifications that allow professional membership of the Australian Library and Information Association.

## Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

| Local Government Capability Framework                                                                           |                                     |              |                                            |
|-----------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------|--------------------------------------------|
| Capability Group                                                                                                | Capability Name                     | Level        | Focus Capabilities                         |
| <br><b>Personal Attributes</b> | Manage Self                         | Intermediate | <b>Display Resilience and Adaptability</b> |
|                                                                                                                 | Display Resilience and Adaptability | Intermediate |                                            |
|                                                                                                                 | Act with Integrity                  | Intermediate |                                            |
|                                                                                                                 | Demonstrate Accountability          | Intermediate |                                            |
| <br><b>Relationships</b>       | Communicate and Engage              | Intermediate | <b>Community and Customer Focus</b>        |
|                                                                                                                 | Community and Customer Focus        | Intermediate |                                            |
|                                                                                                                 | Work Collaboratively                | Intermediate |                                            |
|                                                                                                                 | Influence and Negotiate             | Foundational |                                            |
| <br><b>Results</b>             | Plan and Prioritise                 | Intermediate | <b>Plan and Prioritise</b>                 |
|                                                                                                                 | Think and Solve Problems            | Intermediate |                                            |
|                                                                                                                 | Create and Innovate                 | Foundational |                                            |
|                                                                                                                 | Deliver Results                     | Foundational |                                            |
| <br><b>Resources</b>           | Finance                             | Foundational | <b>Technology and Information</b>          |
|                                                                                                                 | Assets and Tools                    | Intermediate |                                            |
|                                                                                                                 | Technology and Information          | Intermediate |                                            |
|                                                                                                                 | Procurements and Contracts          | Foundational |                                            |

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

| Local Government Capability Framework      |              |                                                                                                                                                                                                                                                   |
|--------------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Group and Capability                       | Level        | Behavioural Indicators                                                                                                                                                                                                                            |
| <b>Personal Attributes</b>                 |              |                                                                                                                                                                                                                                                   |
| <b>Display Resilience and Adaptability</b> | Intermediate | Adapts quickly to changed priorities and organisational settings<br>Welcomes new ideas and ways of working<br>Stays calm and focused in difficult situations<br>Perseveres through challenges<br>Offers own opinion and raises challenging issues |
| <b>Relationships</b>                       |              |                                                                                                                                                                                                                                                   |
| <b>Community and Customer Focus</b>        | Intermediate | Identifies and responds quickly to customer needs<br>Demonstrates a thorough knowledge of services provided<br>Puts the customer and community at the heart of work activities<br>Takes responsibility for resolving customer issues and needs    |

| Local Government Capability Framework |              |                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Group and Capability                  | Level        | Behavioural Indicators                                                                                                                                                                                                                                                                                           |
| <b>Results</b>                        |              |                                                                                                                                                                                                                                                                                                                  |
| <b>Deliver Results</b>                | Intermediate | <p>Takes the initiative to progress own and team work tasks</p> <p>Contributes to the allocation of responsibilities and resources to achieve team/project goals</p> <p>Consistently delivers high quality work with minimal supervision</p> <p>Consistently delivers key work outputs on time and on budget</p> |
| <b>Resources</b>                      |              |                                                                                                                                                                                                                                                                                                                  |
| <b>Finance</b>                        | Foundational | <p>Shows respect for the value of public money</p> <p>Calculates and records financial information accurately</p> <p>Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines</p>                                                                                   |