



Position Description

Library Assistant

Division	Community and Recreation
Business Unit	Library Services
Grade	NB C
Job Code	JC00369

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 Recreation

The Community & Recreation 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 – Sports and recreation Services, 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

Through the delivery of outstanding customer service, facilitation of events and management of collections this role supports an innovative library service that is community focused, adaptive and recognised as a leader in the industry.

Key Accountabilities

- Undertake customer service duties to support the effective operation of library branches across a 7-day service.
- Prepare, facilitate and assist in the delivery of programs, events and exhibitions to support contemporary, community-focused and innovative library services.
- Undertake collection management tasks to support the provision of relevant and engaging collections.
- Support the administration tasks and projects as required to contribute to ongoing innovation and business improvements.
- Maintain a tidy, well-presented branch and collection ensuring a positive and engaging user experience in branches.
- Collaborate positively with team members ensuring a supportive team environment and coordination of successful projects.

Key Challenges

- Delivery of outstanding customer service whilst supporting a diverse community with differing needs and expectations.
- Prioritising tasks and flexibility with conflicting demands across a range of projects, services and customer enquiries

Key Internal Relationships

Who	Why
Branch Manager	• Provides direction and instruction on work tasks and delivery of customer service • Collaborate to ensure the effective performance of the team and wider library service
Library Team Members	• Work collaboratively to ensure the effective performance of the service • Consultation and team building
Internal Departments	• Work collaboratively to contribute to achieving the organisations business outcomes

Key External Relationships

Who	Why
Customers/Community Members	Provision of excellent customer service, responding to enquiries and supporting use of the library space.

Key Role Dimensions

Decision Making

- In line with the Northern Beaches Council People Delegations.

Reports to

- Branch Manager

Direct Reports

- n/a

Budget

- n/a

Essential Criteria

- Higher school certificate or equivalent qualification

Appointment to this position is subject to a Working with Children Check, Police check and a pre-employment medical assessment. Prohibited persons under the Commission for Children and Young People Act are not eligible for appointment to this position.

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
 Personal Attributes	Manage Self	Foundational	Display Resilience and Adaptability
	Display Resilience and Adaptability	Foundational	
	Act with Integrity	Foundational	
	Demonstrate Accountability	Foundational	
 Relationships	Communicate and Engage	Foundational	Community and Customer Focus
	Community and Customer Focus	Foundational	
	Work Collaboratively	Foundational	
	Influence and Negotiate	Foundational	
 Results	Plan and Prioritise	Foundational	Deliver Results
	Think and Solve Problems	Foundational	
	Create and Innovate	Foundational	
	Deliver Results	Foundational	
 Resources	Finance	Foundational	Technology and Information
	Assets and Tools	Intermediate	
	Technology and Information	Foundational	
	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
Personal Attributes Display Resilience and Adaptability	Foundational	Adapts to changing work tasks and environments Is open to new ways of doing things Stays calm in difficult situations Does not give up easily when problems arise Asks questions and offers own opinion
Relationships Community and Customer Focus	Foundational	Shows awareness that he/she is working for the community Shows respect, courtesy and fairness when interacting with customers and members of the community Listens and asks questions to understand customer/community needs Informs customers of progress and checks their needs are being met

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Foundational	Takes the initiative to progress work tasks Clarifies work required and timeframe available Identifies what information/resources are needed to complete work tasks Checks own work for accuracy, quality and completeness Completes tasks under guidance, on time and to the required standard
Resources Technology and Information	Foundational	Shows confidence in using the technology required in the role Uses technology appropriately, in line with acceptable use policies Completes work tasks in line with records, information and knowledge management policies