



POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

POSITION TITLE:	BRANCH OPERATIONS OFFICER
WORKPLACE AGREEMENT:	CITY OF SALISBURY MUNICIPAL OFFICERS ENTERPRISE AGREEMENT NO. 16, 2025
CLASSIFICATION:	MOA Level 4
DEPARTMENT / DIVISION:	COMMUNITY DEVELOPMENT / COMMUNITY CAPACITY AND LEARNING
POLICE CLEARANCE:	REQUIRED
REPORTS TO:	LIBRARY CUSTOMER SERVICE COORDINATOR
DIRECT REPORTS:	LIBRARY OFFICERS
POSITION NUMBER:	000078 000085 000660 000669 000763

POSITION OBJECTIVES:	• Lead the day-to-day operations of an allocated branch of the library service, to meet the needs of our community and the One Card Library Network. • Contribute to an innovative, high-quality library service and programs that fosters literacy, lifelong learning, inclusion, and community connection. • Work collaboratively with colleagues to activate library and community spaces, and to ensure effective use of community facilities. • Foster a constructive team culture in line with the City of Salisbury Values. • Oversee the delivery of customer experience in line with the City of Salisbury Community Experience Charter. • Train, mentor and support staff to ensure service outcomes and organisational priorities are achieved.
VALUES AND BEHAVIOURS:	These Values empower us to REACH towards our Vision, deliver exceptional community experiences, quality outcomes and a great place to work. Respectful • Create a sense of belonging & pride in the Salisbury community • Respect individual differences • Speak up when you don't feel respected, or are not being treated respectfully • Look after the wellbeing of our community, ourselves and those around us Empowerment • Take initiative and act with confidence • Make informed decisions and own the outcome

	• Share ideas, feedback and solutions • Learn and grow while supporting others to do their best work Accountable • Take personal ownership and follow through • Deliver on what we say we will do • Believe that the Community comes first • Speak up when it is important Collaborative • Work together, committed to a common purpose • Openly share information • Find ways to connect people for better outcomes Helpful • Listen and focus on what we can do • Create new futures and look for opportunities • Make a positive difference
KEY RESPONSIBILITIES:	• Lead the day-to-day operations of an allocated branch of the library service • Provide supervision to branch staff which fosters a constructive, inclusive and high-performing team culture, and work with other leaders to foster this culture across the broader Community Development Department. • Identify team capability gaps and support staff development by coordinating learning opportunities and coaching and mentoring staff through regular performance and growth discussions. • Undertake rostering, site inductions of agency staff, volunteers and work placement students, and handling feedback. • Contribute to the direct provision of services to the public by undertaking reference, programming, activation and circulation duties as required. • Undertake basic technology troubleshooting for library technologies and escalate complex issues to specialist Technology staff. • Develop, implement and evaluate quality library displays, programs, activities and initiatives suited to the City of Salisbury's diverse community. • Work as part of a multi-disciplinary team in the development, implementation and evaluation of broader projects, programs, activities and initiatives that build community capacity, learning and participation using community development principles. • Undertake best practice collection maintenance and promotion under the guidance of the Collection Development Coordinator and Collections Team and provide a reader advisory service for a range of customers. • Provide local facility oversight and collaborate with specialist staff to maintain a high standard of site facilities and operations. • Assist with customer enquiries regarding space bookings, events and activities and liaise with the other teams as required. • Collate and maintain statistics, reports and financial processes, including cash handling and reconciliation in line with Council policies and procedures. • Undertake duties and contribute to projects and initiatives that support the ongoing development of the broader library service and community development department. • Manage the Justice of the Peace service (as required) including recruitment, rostering and coordinating training with the Royal Association of Justices, South Australia.

WHS RESPONSIBILITIES:	• Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions. • Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation to the above. • Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting. • Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews. • Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council's Drug and Alcohol Policy. • Undertake WHS training where required, in order to perform duties (refer to WHS Competency Assessment).
GENERAL RESPONSIBILITIES:	• To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time. • To manage all Corporate Records in accordance with required procedures. • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
COMPETENCIES:	• To be determined and written into the individual training plan upon commencement – see Organisational Wellbeing
ESSENTIAL SELECTION CRITERIA:	• A degree, post graduate qualification or commensurate relevant experience in library and information management or equivalent that provides eligibility for professional membership of the Australian Library and Information Association (ALIA). • Demonstrated ability to build and lead a constructive staff culture, including the ability to develop staff by identifying capability gaps and supporting formal and informal learning. • Demonstrated experience in fostering innovation, continuous improvement and enhancing the customer experience. • Strong customer service skills with experience in managing challenging customer behaviours through effective communication and conflict resolution strategies. • Sound knowledge of day-to-day library operations, systems and collection management within a multi-skilled team environment. • Strong organisational, analytical and problem-solving skills, with the ability to prioritise, adapt to change and use technology effectively.
DESIRABLE SELECTION CRITERIA:	• Previous experience working in a Local Government setting • Proven ability to apply community development principles to build community capacity, strengthen partnerships, and support inclusive library programs and services. • Knowledge of the Salisbury demographic profile and services within the City of Salisbury • Understanding of the broader public library network and community development sector network and its operations including peak bodies.
SPECIAL CONDITIONS:	• Ability and willingness to ◦ Work, travel and be assigned across City of Salisbury sites as required; and

	○ Work rostered flexible hours including evening and weekend hours as required. • Undertake first aid training and act as Designated First Aid Officer and Emergency/Chief Warden as required. • Working with Children Check. • Fulfil all requirements set out within the policy for Protecting Children and other Vulnerable People including (where applicable) reporting any signs of abuse or neglect to the Department for Families and Communities
EXTENT OF AUTHORITY:	• Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
PRESCRIBED POSITION - SCREENING CLEARANCE	This position has been identified as a “Prescribed Position” under Council’s Criminal and Relevant History Screening Procedures. Accordingly the applicant will need to provide a suitable screening certificate prior to appointment to the position and maintain such clearance during their employment in this role. Screening renewals for incumbents will be undertaken at intervals as required by legislation and paid for by Council.

POSITION INCUMBENT NAME:	SIGNATURE:	DATE: