

Position Description

Heritage Librarian



1. Position Overview

To support the provision of customer focused, innovative and effective customer community and Library services in line with Council values, the goals and objectives of the Community Learning and Service Centres Department, City strategic directives and community expectations.

To work closely with the Team Leader Library Services and Lifelong Learning to develop and implement programs and activities and best practice collections that respond to community need, working strategically and in partnership across the organisation.

To play a lead role in relationship management and partnership building that fosters strong links between the community and Council's services, especially the gathering, curation and preservation of local history materials in a range of physical and digital formats.

To act as Senior on Duty, if required.

The position will evolve and change over time so the incumbent will need to be adaptable to the needs of our community and our organisation within the broad scope of the position.

This provides an exciting opportunity requiring flexibility and adaptability.

2. Classification and Relationship

Position Title:	Heritage Librarian
Classification:	Band 5
Department:	Community Learning and Service Centres
Reports to:	Team Leader Library Services and Lifelong Learning
Supervises:	Customer Service Officers Community Volunteers
Incumbent:	Vacant

3. Key duties and responsibilities

- Plan, deliver and evaluate customer focused community connection programs, outreach, projects and services that address identified needs, maximise community participation and make links with Council services and facilities.
- Ensure projects and programming align with the strategic goals and plans of the

Community Learning and Service Centres Department, and of wider Hobsons Bay City Council.

- Under the guidance of the Team Leader Library Services and Lifelong Learning, contribute to the strategic direction of the Community Learning and Service Centres Department, providing specialist advice to the Departments senior leadership team.
- Provide guidance and problem-solving support to Council Customer Service Officers working at any Hobsons Bay service centre, library, community hub, call centre or outreach location.
- Deliver high quality information and customer service to the community, providing first contact resolution where possible.
- Support less experienced customer service team members, including providing a point of escalation or assistance with motive/complex enquiries as required.
- Oversee and work to enhance the community and customer experience, including: liaising, and collaborating with internal stakeholders to resolve emergent issues, making recommendations and driving continuous improvement of processes.
- Monitor and report on the performance of the customer service team.
- Assist library users with reference and information enquiries.
- Assist members of the public in the use of Service Centre resources such as public access technology.
- In consultation with the Team Leader Collections and Coordinator Service Development, undertake collection management duties as required.
- Undertake circulation, branch and library duties, incorporating rostered evening and weekend work at any Hobsons Bay Libraries branch.
- Actively promote library services and events.
- Participate in the development of procedures and workflows related to customer interaction with and use of Council spaces.
- Monitor and address daily operational, OHS, and facility related issues using initiative and discretion, reporting any potential problems and seeking guidance from Supervisor or member of department's senior leadership team when and if required.
- Use current and new technologies to enhance delivery of services to the community.
- Complete statistical reporting and monitor cash handling.
- When rostered as senior on duty, supervise staff and take responsibility for the day to day operations of service delivery.
- Support the Team Leaders to build and establish productive and collaborative relationships with internal and external stakeholders.
- Act in accordance with established policies and practices of Hobsons Bay City Council, with scope to exercise own discretion; or in accordance with directions of the Supervisor, Coordinator or Manager Community Learning and Service Centres.
- Role model Council values in order to achieve business outcomes and meet the expectations of stakeholders and the Hobsons Bay community.
- Other duties as directed that are within the skills, knowledge and expectation requirements of the position.

4. Expertise

Qualifications

Hobsons Bay City Council

(03) 9932 1000

customerservice@hobsonsbay.vic.gov.au

NRS: 133 677 (for the deaf, hearing or speech impaired)



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- Tertiary qualifications in history, information management, community engagement, or lesser formal qualifications with relevant work experience.
- A current Victorian driver's licence.

Specialist skills and knowledge

- Demonstrated skills in the planning and delivery of local and family history services, including experience in undertaking heritage research
- Ability to provide guidance, on the job training, and support to more junior staff and act as a Senior on Duty with basic knowledge of HR and OHS practices.
- Well developed verbal and written communication skills and demonstrated ability to collaborate and engage stakeholders in a public sector environment, with an ability to adapt to a range of formats and audiences.
- Ability to work unsupervised and manage, plan and organise own workloads, and where appropriate that of other employees to achieve project objectives within approved time frames and budgets.
- Ability to gain cooperation and assistance from members of the public and other employees in carrying out duties and in the supervision of other employees.
- Strong customer focus with skill resolving enquiries at first point of contact.

Experience

- Demonstrated experience in digitisation and preservation of heritage materials
- Proven ability to work as an effective member of a team, including the ability to develop and input into team processes.
- High level computer skills.

5. Physical Requirements

Daily work will primarily be performed in an indoor environment, however some work may be required in an outdoor environment, as such:

- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You must be able to sit for prolonged periods working on a computer in the office, home-based working and/or at remote sites.
- You may be exposed to conditions normally encountered in an outdoor environment.
- Successful applicants must undertake a physical assessment to ensure they meet the inherent physical requirements of the role.

6. Health, Safety and risk duties and responsibilities

Nothing is more important than the health and safety of yourself and those around you. You must:

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- Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Seek assistance when unsure of how to perform a task.
- Ensure you observe, understand and comply with all Occupational Health and Safety legislation, regulations, codes of practice, policies, procedures and directives.
- Regularly inspect your work environment for hazards.
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
- Support the return to work plan for any injured worker when returning to work.

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