

<b>Directorate:</b>	Community & Culture	<b>Department:</b>	Library and Museum Services
<b>Position Grade:</b>	5	<b>Reports to:</b>	Building & Safety Officer
<b>Last review:</b>	July 2019	<b>Next review:</b>	July 2020
		<b>Version No.:</b>	1.0

**Position purpose:**

To provide best practice library service, through the timely delivery of library material between locations, assistance in maintenance and safety routines and circulation services.

**Key accountabilities/responsibilities:**

Responsible for:

- 1) Implementing and supporting the development of the Library's vision, mission and plans; and supporting the delivery of quality library services.
- 2) Contributing to continuous improvement in the planning and implementation of annual Customer Service Delivery and Improvement Plans.
- 3) Actively participating in and supporting the Library team to design, develop and deliver quality services to customers; through involvement in regular staff meetings; individual work reviews; and communications.
- 4) Responsible for the daily delivery of materials between library locations, according to agreed standards. As well as deliveries for programs and special purposes as required by library operations.
- 5) Assisting customer service processes, including circulation duties and program assistance. As well as building maintenance and safety duties as required.
- 6) Providing support to the Coordinator Customer & Network Services at all times and other duties as required from time to time.
- 7) Implementing WHS practices and supporting risk assessments.
- 8) Applying the principles of equity, EEO, cultural diversity and ethical practices so that clients are treated fairly and have equal access to information and services.
- 9) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks and issues to Management on a timely manner.

**Decisions made in the position:**

- 1) General customer service work

**Decisions referred:**

- 1) Decisions referred to Branch Library Officer, Branch Librarian or Coordinator Customer and Network Services.

**Key issues/challenges:**

- 1) Supporting library leadership in planning, customer service, teamwork and professional development, staff engagement and performance management.
- 2) Participating as an effective member in staff teams, supporting development and communications programs within the library.

## **POSITION DESCRIPTION**

Library Courier (POS1412)

- 3) Ensuring day-to-day duties are completed on a timely basis and that agreed deadlines are met.
- 4) Supporting effective change management initiatives, exhibiting flexibility and adaptability and supporting the development of the library service to reflect changing community requirements.
- 5) Being familiar with and following established library policies and procedures.

### **Key working relationships:**

- Coordinator Customer & Network Services
- Manager Library & Museum Services
- Library Staff
- Community

## POSITION SPECIFICATION

**Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.**

### ESSENTIAL CRITERIA

#### Qualifications/Licences

- NSW Driver Licence Class C

#### Experience

- Demonstrated experience working in a customer service environment
- Demonstrated ability to work within a team.

#### Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Demonstrated knowledge of safe driving principals and manual handling
- Good written and verbal communication skills, including well developed literacy skills.

### DESIRABLE CRITERIA

#### Qualifications/Licences/Experience/Knowledge and Skills

- Qualifications or experience in manual handling.

**LIVERPOOL  
CITY  
COUNCIL**



## **Our vision:**

**Aspiring to do great things – for ourselves,  
our community and our growing city.**

## **Our values:**

**Ambitious**

**Authentic**

**Collaborative**

**Courageous**

**Decisive**

**Generous**