



Position Description

Position Title	Bentley Hub Initiatives Officer
Position Number	5918
Program	Canning Community & Commercial
Sub-Program	Enriching Canning
Industrial Instrument	City of Canning All of Staff Enterprise Agreement 2015
Banding/Classification	Salaried Officers 2A-2D
Reports to:	Team Leaders
Reporting positions:	Nil
Primary Location	Bentley Library <i>Or any other location as required by the City</i>

Vision and Values

Vision

City of Canning: a welcoming and thriving city

Values

The City of Canning's core values are:

- **Authentic** Build genuine relationships
Be responsible in our actions and commitments
- **Resilient** Embrace challenges to encourage our people to thrive
Support each other's well-being
- **Creative** Share our innovative thinking
Have the courage to welcome and try new ideas
- **Collaborate** Work together as one team
Share our success and knowledge to thrive

Position Overview

The Bentley Hub Initiatives Officer supports the provision of customer focused, innovative and effective Learning Hub services by support and delivering Lifelong Learning programs and events for all ages.

This position is also responsible to lead staff in day to day library operations to ensure an efficient delivery of excellence in customer service, supporting reader development and first point of contact for information and customer enquiries

Position Objectives

Customer Service:

- Proactively engage customers when delivering face-to-face services.
- Provide consistent, accurate and professional customer service in person, by phone and by email in accordance with Council policy, procedures and standards.
- Provide accurate and timely information to customers regarding Lifelong Learning services, resources or programs or refer them appropriately to other City staff/external service providers.
- Resolve customer complaints with active listening, empathy, problem solving and negotiation skills to provide a positive resolution for the customer in accordance with policy and procedures.
- Assist customers with the use of library catalogues, self-checkout machines, Internet use, online resources (including e-books), photocopiers and other library or consumer technologies.
- Take responsibility for operation and security of the library e.g. evening and weekend shifts.
- Ability to work evenings and weekends across City venues to support a seven day a week operation.

Program Support and Delivery:

- Prepare and/or deliver Lifelong Learning programs, in line with desired outcomes of the Learning City Strategy. Includes programs for children or adults delivered at the library or other City venues.
- Proactively promote Lifelong Learning services, resources and programs to customers.
- Proactively participate in self-directed skill and knowledge development to enhance Learning Hub program and service delivery.
- Utilise digital literacy skills in program development and customer service delivery.

Communication and Team Skills:

- Work as an effective member of a team while maintaining and contributing to a positive and non-discriminatory work environment for self and others that promotes the principles of equality, diversity and respect for all people and their beliefs.
- Take a proactive approach to learning, maintaining and developing skills, knowledge and abilities and be responsible for sharing skills, knowledge and abilities with colleagues.
- Support the development of a positive team culture by;
- Committing and contributing to team and individual goals, and corporate or business unit projects, policies, plans and procedures.
- Lead staff in day to day library operations to ensure an efficient delivery of services
- Participating in staff meetings and other forums providing feedback towards process improvement, issues resolution and information sharing.
- Training of new staff, casuals or work experience placements as required.

Other:

- Other duties as required.

Position Benefits

Rostered Day Off	19 Day Month
Vehicle	No
Mobile Telephone	No
Laptop Computer	No
Gym Membership	Yes
Wellbeing Program	Yes
Employee Assistance Program	Yes

Corporate Responsibilities

Budget:	Council adopted budget
Delegations:	<ul style="list-style-type: none">• Authorised to approve budget expenditure as per the Delegation Register• Authorised to sign documentation within established Policy• Authorised to sign correspondence in accordance with established Procedure
Code of Conduct:	All employees are responsible for adhering to City's Code of Conduct and the policies and procedures that support it.
Workplace Health and Safety:	The City of Canning is committed to ensuring the health and safety of all who contact our works. All employees have responsibilities and accountabilities which are identified as part of the terms and conditions of your employment.
Equal Opportunity:	Comply with the City's EO requirements and provide, so far as practicable, an environment that is fair, equitable and free of harassment for staff and those we serve.

Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position.

Essential:

- Minimum of 3-5 years' experience providing front line customer service in a community based setting.
- Excellent communication skills, ability to present to groups of all ages.
- Demonstrated experience working in partnership with community groups or external service providers.
- Demonstrated high degree of computer literacy and ability to use multiple types of software to meet customer and operational needs.
- Demonstrated can-do attitude and ability to adapt and contribute positively to a team during periods of rapid change.
- Ability to work autonomously and/or within a team environment.
- Ability to set work priorities, manage time, plan and organise own work.
- Possession of, or working towards a relevant qualification in Library Technology, Community Development, Education, Media, Technology or similar.

Desirable:

- Understanding of the public library environment, including systems, programs and resources.

Office Use Only – PD Register

Date updated:	19 June 2018
Updated by:	Deanna La Macchia
Version number:	1