

## CANDIDATE INFORMATION PACK

**For the positions of: Library Services Support  
Ongoing Full Time**

**Closing date: Sunday 4 May 2025 11.00pm**

Thank you for your enquiry concerning prospective employment with Whitehorse Manningham Regional Library Corporation. In the following pages you will find the position description and general information to assist you in your application.

### How to apply

Your application should include the following:

- a cover letter, stating the position you are applying for
- your resume / curriculum vitae
- a statement addressing the **Key Selection Criteria** detailed in the position description

Applications that do not provide all the required components may not be considered. Applicants may initially be contacted by telephone for a discussion to assist with the shortlisting process.

Your resume should be precise and easy to read. Highlight your major achievements and only include information which is relevant to the position applied for. Applications must be in either PDF or word format.

Applicants must have appropriate employment and residency status in Australia.

Your application for a position with Whitehorse Manningham Regional Library Corporation should be addressed to the Chief Executive Officer, Sally Both, and must be submitted via the website (preferred) or directly to: [applicants@wml.vic.gov.au](mailto:applicants@wml.vic.gov.au)

As part of the recruitment process preferred candidates will be required to consent to a national criminal record check and working with children check.

WML values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Applicants from Aboriginal and Torres Strait Islander people are encouraged to apply.

We encourage applications from people with a lived experience of disability and people of all abilities, cultures, age, sex and gender. We welcome applications from individuals who may be returning to the workforce after a period of absence.

If you require additional support to make an application please contact Tracey Olive on 9896 4333 and we will try to accommodate any reasonable request.

The information you provide is collected for the purpose of prospective employment with Whitehorse Manningham Regional Library Corporation. In accordance with the Privacy and Data Protection Act 2014 you may have access to this information and may do so by contacting Corporation's Information Privacy Officer on 9896 4333. The information provided by you will be kept until no longer required. Any referees provided must be notified and advised by you of the possibility that they may be contacted by Whitehorse Manningham Regional Library Corporation for a reference check.

## **Advertisement**

### **Library Services Support – Vermont South Library**

#### **Ongoing Full Time**

**Band 4 (\$71,340 - \$76,898)**

## **About the Role**

Whitehorse Manningham Libraries is seeking an enthusiastic Library Services Support Officer that enjoys working in a busy environment. This role assists in the efficient and effective operation of branch library functions. The successful applicant will have excellent customer service skills and be comfortable working with a range of different technologies.

The successful applicant will:

- be committed to providing an excellent customer service environment
- have the ability to supervise staff, students and volunteers
- good organisational skills
- have strong communication and influencing skills
- demonstrate the ability to liaise with a diverse community
- have general administrative skills
- possess a strong interest in public libraries and community programs
- have the ability to work remotely if required
- have ALIA recognised library technician qualifications or relevant work experience

The successful applicant must hold or be willing to acquire a Working with Children Check card and must be willing to undergo a National Police Record Check.

Rostered weekend work and evening shifts are an essential component of this position, as is the ability to be able to work at any of the eight library locations. The position is currently located at the Vermont South Library.

Applications must include:

- A cover letter addressed to the Chief Executive Officer, Sally Both, stating the position(s) you are applying for.
- A resume
- A statement addressing the key selection criteria detailed in the position description.

WML offers the following benefits:

- Access to professional development opportunities that support our commitment to life-long learning and a skilled workforce
- Purchased leave arrangements and carry-over arrangements from the Local Government sector
- Employee Assistance Program for staff and their immediate family members
- Annual free flu vaccination
- Ability to salary sacrifice superannuation

All applications must be submitted via the *Apply Link* on the website or directly to [applicants@wml.vic.gov.au](mailto:applicants@wml.vic.gov.au).

Applications close: 11pm Sunday 4 May 2025

Enquiries: Jonathan Gosden 9896 4333

**Please note only short-listed applicants will be contacted.**

### Key Selection Criteria – To be addressed in application

- Ability to effectively and efficiently undertake allocated branch responsibilities.
- Ability to support the delivery of a cost-effective Home Library Service.
- Sound organisational and communication skills.
- Ability to liaise and communicate with a diverse range of people
- Ability to contribute as a team member with a quality and customer service focus.
- Ability to undertake supervisory responsibilities as required.
- Relevant computer skills.
- Experience in administrative tasks.
- Relevant qualifications and experience.

### More information on Whitehorse Manningham Libraries can be found at:

- [www.wml.vic.gov.au/About](http://www.wml.vic.gov.au/About)
- Facebook/whitehorsemanninghamlibraries
- Instagram/whitehorsemanninghamlibraries
- Youtube channel: <https://www.youtube.com/channel/UCSFnaj08bqUFirgk0pNDIMQ>

Indicative Roster – please note this position is based at the Vermont South Library. Roster may change for operational reasons.

|               | MON       | TUE    | WED    | THUR       | FRI    | SAT       | SUN |
|---------------|-----------|--------|--------|------------|--------|-----------|-----|
| <b>WEEK 1</b> | 9.30-5.15 | 9-5.30 | 9-5.15 | 9-5.15     | 9-5.15 |           |     |
| <b>WEEK 2</b> | 9.30-5.15 | 9-5.30 | 9-5.15 | 9-5.15     | 9-5.15 |           |     |
| <b>WEEK 3</b> | 9.30-5.15 | 9-5.30 | 9-5.15 | 9-5.15     | 9-5.15 |           |     |
| <b>WEEK 4</b> | 9.15-5.15 | 9-5.30 | 9-5.15 | <b>SSD</b> | 9-5.15 | 9.15-5.15 |     |

## POSITION DESCRIPTION

|                            |   |
|----------------------------|---|
| <b>Position Title</b>      | Library Services Support                              |
| <b>Position Number</b>     | BR21  |
| <b>Department</b>          | Branch Services                                       |
| <b>Classification</b>      | Band 4  |
| <b>Date Approved</b>       | August 2024   |
| <b>Probationary Period</b> | 6 months  |
| <b>Mandatory Checks</b>    | Working with Children Check and National Police Check |

|                          |  |
|--------------------------|--|
| <b>Reports to</b>        | Branch Manager or Team leader  |
| <b>Supervises</b>        | Other branch staff, students and volunteers  |
| <b>Internal Liaisons</b> | Manager Library Operations, Technical Services staff; Administration staff; Corporation Staff, Work experience students, Volunteers and other staff as required. |
| <b>External Liaisons</b> | Community groups and aged care facilities, Vision Australia, Council staff, Performers and presenters, building maintenance contractors, library users.          |

## OUR ORGANISATION

Whitehorse Manningham Regional Library Corporation delivers high quality library services to the communities of Whitehorse and Manningham. The Corporation operates branch libraries at Blackburn, Box Hill, Bulleen, Doncaster, Nunawading, The Pines, Vermont South and Warrandyte. Online services are provided through [www.wml.vic.gov.au](http://www.wml.vic.gov.au).

## POSITION OBJECTIVES

- Assist in the effective and efficient operation of library branch functions and undertake allocated responsibilities with a customer service focus.
- Assist and support the delivery of an effective and efficient Home Library Service.
- Undertake a range of branch administrative and maintenance duties.
- Contribute to the achievement of Corporate and Departmental goals.

## KEY RESPONSIBILITY AREAS

### Branch Services

Provide an effective, customer-focused circulation service through the application of continuous improvement and best practice principles in the following areas of activity:

- Smooth and effective operation of branch circulation functions through the appropriate deployment of library officers and shelvers.
- Ensure consistent application of circulation policies and procedures.
- Effective scheduling of tasks and production of reports as required.
- Oversee presentation of the public floor area and orderliness of the collections.

Participate as a team member in all facets of branch procedural and operational matters with a quality and customer service focus.

Train staff, work experience students and volunteers as required.  
Contribute to effective branch operations through the application of continuous improvement and best practice principles, with a strong customer service focus.

### **Building Maintenance**

Oversee logging and monitoring of building issues with effective communication to the Branch Manager.

### **Library Programs**

Assist in the facilitation of programs at the library or online.  
Where required, coordination of volunteers and learners participating in English Language programs.

### **Home Library Services**

Assist in the delivery of the Library Outreach program.

### **Occupational Health and Safety**

Contribute to a safe working environment in accordance with Occupational Health and Safety legislation and WMRLC policies and procedures.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The position is accountable to the Branch Manager or Team Leader for effectively undertaking allocated responsibilities. Responsibilities will generally be performed within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.

## **JUDGEMENT AND DECISION MAKING**

The objectives of the work are well defined but the particular method, process or equipment to be used may be selected from a range of available alternatives. Guidance and advice are always available within the time available to make a choice.

## **KEY COMPETENCIES**

### **Specialist skills and knowledge**

- Ability to apply branch procedures and policies in order to provide a customer focused service.
- A thorough understanding of library circulation practices.
- Ability to effectively support the delivery of a Library Outreach Services program.
- Understanding of the clientele served.
- An understanding of the function of the position within its organisational context.

### **Management skills**

- Ability to set priorities, plan and organise specified tasks and workflow.
- Ability to achieve work objectives within specified time frames.
- Ability to apply procedures appropriately.
- Problem solving skills
- Ability to supervise other staff and provide on the job training and guidance.

### **Interpersonal skills**

- Sound, friendly, helpful and efficient oral and written communication skills.
- Ability to gain the co-operation of others.
- Ability to resolve customer service issues.
- Strong commitment to the provision of quality customer focused services.
- Support for the achievement of team objectives before individual goals.

## QUALIFICATIONS AND EXPERIENCE

- Successful completion of ALIA recognised library technician qualifications or equivalent relevant experience.
- Relevant library experience.
- Valid Victorian driver's licence.
- The incumbent will be required to undertake a National Police Check at the time of commencement and at regular intervals there-after.

## INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of public floor desk duties. Substantial manual handling is an inherent physical requirement of working in this role.

| Task   | Performed Often<br>(5+ times in one shift or sustained for 30 minutes) | Performed Sometimes<br>(Less than 5 times in one shift) | Never / Rarely Performed |
|--|--|---|--------------------------|
| <b>Passive</b>                                       |  |   |                          |
| Keyboard duties                                      | ✓  |   |                          |
| Reading tasks  | ✓  |   |                          |
| Writing tasks  | ✓  |   |                          |
| Telephone duties (incoming and outgoing calls)       | ✓  |   |                          |
| Sitting (extended periods)                           | ✓  |   |                          |
| Walking / Standing (brief periods)                   | ✓  |   |                          |
| Walking / Standing (extended periods)                | ✓  |   |                          |
| Climbing stairs                                      |  | ✓   |                          |
| Driving a car  |  | ✓   |                          |
| <b>Manual Handling</b>                               |  |   |                          |
| Lifting / carrying < 20kg                            |  | ✓   |                          |
| Lifting / carrying > 20kg                            |  |   | ✓                        |
| Pushing / Pulling trolleys                           | ✓  |   |                          |
| Bending, squatting or reaching                       | ✓  |   |                          |
| Repetitive arm / wrist movements                     | ✓  |   |                          |
| Bending or twisting spine                            | ✓  |   |                          |
| Looking up/down                                      | ✓  |   |                          |
| Reaching forwards or sideways                        | ✓  |   |                          |
| Gripping or grabbing                                 | ✓  |   |                          |
| <b>Sensory</b>                                       |  |   |                          |
| Fine Hand Coordination                               |  | ✓   |                          |
| Hearing – hold direct conversation                   | ✓  |   |                          |
| Hearing – telephone                                  | ✓  |   |                          |
| Visual – read materials and signage                  | ✓  |   |                          |
| <b>Emotional</b>                                     |  |   |                          |
| Exposure to challenging conversations and behaviours |  | ✓   |                          |
| Dealing with grief and loss                          |  | ✓   |                          |
| Communicating with elderly patrons                   | ✓  |   |                          |
| Communicating with Non-English speaking patrons      | ✓  |   |                          |
| Providing empathy and support                        | ✓  |   |                          |

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

## HOURS OF DUTY

- Engaged on the basis of a 36 hour week pay scale
- The incumbent will be required to undertake shift work, including evening and weekend work.

## REMUNERATION

In the range Band 4A – 4D

## SELECTION CRITERIA

- Ability to effectively and efficiently undertake allocated branch responsibilities.
- Ability to support the delivery of a cost-effective Home Library Service.
- Sound organisational and communication skills.
- Ability to liaise and communicate with a diverse range of people
- Ability to contribute as a team member with a quality and customer service focus.
- Ability to undertake supervisory responsibilities as required.
- Relevant computer skills.
- Experience in administrative tasks.
- Relevant qualifications and experience.

## GENERAL EMPLOYMENT CONDITIONS

### 1. General Conditions

- WMRLC employees are required to observe all Corporation policies, codes of conduct and follow work instructions and relevant regulations.
- Employees are expected to manage Corporation records in accordance with the relevant policies and procedures.
- All positions may be required to work at any service point within the Region.
- Working conditions are governed by the WMRLC Enterprise Agreement.

### 2. OH&S and Risk Management

All staff are expected to:

- Follow established safe operating practices, procedures and instructions;
- Take reasonable care for their own OHS and that of their colleagues;
- Seek assistance when unsure of practices and procedures to perform a task;
- Report all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor;
- Actively participate and contribute to preventative OHS strategies, audits, team meetings and training.

Staff in a supervisory role must ensure that safe work practices are observed and issue instructions in relation to or cease unsafe work practices in the workplace.

### 3. Equal Opportunity, Human Rights and Bullying

The Corporation is committed to the principles of Equal Opportunity and Human Rights and believes that all employees should be able to work in an environment free of discrimination and harassment. Staff are encouraged to support each other in creating and maintaining an environment that is free of harassment.

All employees of the Corporation have a responsibility to treat each other fairly and with respect and act in accordance with the Occupational Health and Safety, Equal Opportunity and Bullying in the Workplace policies. As an employer, the Corporation will not defend or support discriminatory actions of staff that are unlawful.

#### **4. Code of Conduct**

All staff are required to observe the standards of conduct and behaviour outlined in the Code of Conduct. A breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

#### **5. Privacy**

The Corporation is committed to complying with the Victorian Privacy and Data Protection Act 2014. The Corporation recognises the importance of the privacy of personal information collected by the Library Service and is committed to ensuring that personal information is appropriately stored and managed. All employees are required to follow the Corporations Information Privacy Policy at all times.

#### **6. Child Safety Commitment**

The Corporation is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries. All employees are expected to adhere to the Corporation's Child Safe Policy, acknowledging their right to be treated with respect and protected from harm.

### **ACKNOWLEDGEMENT**

I \_\_\_\_\_ have read and understood the position description and agree to perform in the position of Library Services Support as per the requirements of the position description.

\_\_\_\_\_  
(Employee signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
(Branch Manager / Team Leader)

\_\_\_\_\_  
Date



# VALUES STATEMENT

Whitehorse Manningham Libraries (WML) is committed to providing a high quality service to our community and expects all employees and volunteers to act in accordance with the Employee Code of Conduct.

## We Value



### Respect

Treating everyone with respect dignity and courtesy



### Collaboration

Working together to achieve better outcomes



### Integrity

Being open, honest and accountable



### Curiosity

Being open to learning and exploring ways to improve



### Agility

Being flexible and adaptable to change

The following principles guide employees and volunteers when providing library services, conducting WML business and working together:

### Customer centric

Striving to achieve the best customer experience

### Wellbeing

Supporting positive mental and physical health

### Inclusive

Providing equitable and accessible services to a diverse community

### Responsive

To evolving community needs and expectations

### Best practice

Striving to be the best in all that we do and deliver

## Health, wellbeing and child safety

WML is committed to providing a workplace and service environment free of discrimination, bullying and harassment. All employees and volunteers are expected to comply with legislation, regulations, policies and guidelines.

WML is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries.

## Acknowledgement of Country

Whitehorse Manningham Libraries acknowledges the Wurundjeri Woi-wurrung peoples as Traditional Owners of the land and waterways now known as Whitehorse and Manningham. We pay our respects to their past, present and future Elders.