



# ADMINISTRATION ASSISTANT

## POSITION PROFILE

<b>Division</b>	Shire Services	<b>Status</b>	Permanent
<b>Unit</b>	Library Services	<b>Salary Grade</b>	Grade 3
<b>Reports to</b>	Library Manager	<b>Reviewed</b>	2 March 2021

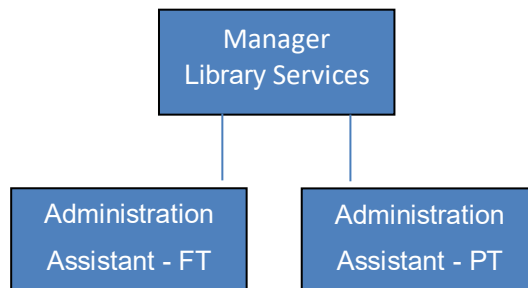
## STRATEGIC INTENT

The Library enriches the community by providing access to information, education and cultural services and promoting lifelong learning, literacy and leisure opportunities.

## POSITION PURPOSE

- To provide administrative support to staff in the Library Services team
- To perform a variety of routine and complex organisational, administrative and library functions, supporting business operations
- To effectively deal with the general public
- To assist with events and functions

## STRUCTURE



## POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Provide support to the Library Manager and respond to instructions as required	<ul style="list-style-type: none"><li>▪ Duties performed to a consistently high standard</li></ul>
Manage financial related functions, procurement and stock control, including reordering stationery, sending supplies to branches	<ul style="list-style-type: none"><li>▪ Units purchasing orders and quoted obtained and processed according to Council policy</li><li>▪ Invoices requests and payments completed in a timely fashion</li><li>▪ All supplies monitored and reordered as required</li></ul>

Coordinate, lodge and follow up on maintenance requests	<ul style="list-style-type: none"> <li>▪ CRMS requests processed and dealt with promptly and within Council service standards</li> <li>▪ Maintenance of equipment processed in a timely manner</li> </ul>
Management of library meeting room(s)	<ul style="list-style-type: none"> <li>▪ Booking support provided to customers</li> <li>▪ Invoicing organised and followed up in a timely fashion</li> </ul>
Undertake general office duties, process correspondence and manage internal and external mail	<ul style="list-style-type: none"> <li>▪ Work completed promptly and accurately</li> <li>▪ Mail taken to Council daily or as required</li> <li>▪ Maintain milk, coffee and tea supplies</li> </ul>
Manage group training of library staff e.g. WHS training programs	<ul style="list-style-type: none"> <li>▪ Liaise with relevant Council unit</li> <li>▪ Organise meeting room and other training requirements</li> <li>▪ Notify team leaders of rostering implications</li> </ul>
Manage internal records of staff rotations between branches	<ul style="list-style-type: none"> <li>▪ Maintain and update relevant records</li> </ul>
Manage WHS inspection administration process	<ul style="list-style-type: none"> <li>▪ Process all inspection checklists and organise building maintenance requests arising from inspections</li> </ul>
Cash handling and reconciliation of daily receipts	<ul style="list-style-type: none"> <li>▪ Counting library cash takings undertaken, when required</li> <li>▪ Reconciliation of receipts and data entry in Council financial system completed accurately and efficiently</li> </ul>
Archiving of library records	<ul style="list-style-type: none"> <li>▪ All records archived and disposed of in accordance with Council policy</li> </ul>
Undertake follow-up and record keeping for customers with large debts arising from outstanding loans	<ul style="list-style-type: none"> <li>▪ Contact with selected customers either by email or phone</li> <li>▪ Customer records updated to organisational requirements</li> </ul>
Provision of quality customer service	<ul style="list-style-type: none"> <li>▪ Customer service delivered in line with organisational requirements</li> </ul>
Provide support to Home Library Service	<ul style="list-style-type: none"> <li>▪ Assistance provided in timely, organised manner</li> </ul>
Provide support to Collections Services	<ul style="list-style-type: none"> <li>▪ Assist with administrative duties including receiving and accessioning new purchases and discarding identified material</li> <li>▪ Discard, de-tag and shelve library items determined for inclusion in annual library book sale</li> </ul>
Provide support to Customer Service and Events teams	<ul style="list-style-type: none"> <li>▪ Organise catering for events, on request from the Events team</li> <li>▪ Assist Customer Services team with Library Assistant duties, if required e.g. returning and shelving items, acting as concierge</li> </ul>

## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	Higher School Certificate or equivalent
	Desirable	Tertiary qualifications in Business Administration or relevant experience
Experience or skills	Essential	<p>Demonstrated experience in all facets of administrative work.</p> <p>Effective communication and conflict resolution skills.</p> <p>Ability to inspire and motivate staff and promote a positive work culture in a changing environment.</p> <p>Ability to work under pressure.</p> <p>Competent in the use of computer applications, including new and emerging technologies.</p> <p>Ability to manage moderately heavy lifting and carrying.</p>
	Desirable	<p>Experience in ordering supplies</p> <p>Experience in local government operations</p> <p>Experience working in libraries</p>

## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> <li>▪ <b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options and involving others in decisions affecting them.</li> <li>▪ <b>Goals oriented:</b> Works to achieve Unit, team and self-set goals, taking on challenging tasks when necessary in order to achieve them</li> <li>▪ <b>Organisational skills:</b> Excellent time management and organisational skills with ability to use initiative, plan ahead and meet deadlines</li> <li>▪ <b>Communication skills:</b> Work to build relationships with staff and suppliers and communicate effectively to meet requirements</li> <li>▪ <b>People skills:</b> Respond to staff and customer requests in a timely professional manner. Able to approach and attempt to resolve disputes in a constructive way and remain calm when dealing with demanding people.</li> <li>▪ <b>Team focussed:</b> Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues</li> </ul>
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## OUR VALUES

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<b>Behaviours</b>	<ul style="list-style-type: none"> <li>▪ <b>Collaborate</b> – We are a united team. We work together to deliver great outcomes for our community</li> <li>▪ <b>Achieve</b>- We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community</li> <li>▪ <b>Respect</b> – We communicate openly, act with integrity and are inclusive</li> <li>▪ <b>Evolve</b> – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.</li> </ul>
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## CORPORATE OBLIGATIONS

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<b>Employees</b>	No direct reports. Unit structure attached.
<b>Delegations</b>	Authority to operate within the Delegations attached to the position
<b>Risk Management</b>	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
<b>Financial Management</b>	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
<b>Workplace Health and Safety</b>	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
<b>Code of Conduct</b>	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
<b>Workplace Behaviour &amp; EEO</b>	All activities must comply with Council's Workplace Behaviour Guidelines.
<b>Enterprise Content Management</b>	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
<b>Continuous Improvement</b>	Identify obsolete and inefficient practices and recommend changes where appropriate
<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

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## **SPECIFIC CONDITIONS OF EMPLOYMENT**

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- Conditions in accordance with Core Enterprise Agreement covering salaried staff
- This position has been identified as having the responsibility of managing cash transactions for the organisation when required. In undertaking these duties you are placed in a position of trust and must abide by Council's Code of Conduct at all times. In the event that fraudulent conduct is identified ICAC will be notified and the disciplinary process will be followed