

Role Description

Parliamentary Librarian



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Parliament Services / Hansard, Library and Research
Role number	50002165
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	June 2021
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions: Parliament Services, Corporate Services, and Projects Strategy and Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, AVB, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises the corporate functions that provide services to all staff and Members across Parliament House. This includes the Financial Services & Governance Branch, People, Property & Security Branch, IT Services Unit and Planning and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Parliamentary Librarian manages the overall operations of the Parliamentary Library including the Client Services, Collection & Digital service, and Records & Archive teams. They are responsible for continuous improvement and driving change to ensure services provided are in line with best practice in library and collection management, and technology.

The Parliamentary Librarian works across the three parliamentary Departments to support Members of Parliament in all aspects of their parliamentary and representative responsibilities.

Key accountabilities

- Lead the strategic direction of the Parliamentary Library. Identify priorities and strategic issues and develop recommendations on both the management and direction of the Parliamentary Library.
- Undertake analysis of operational data and client needs and assess best practice in new technology.
- Manage change related to new library and records practices, information management strategies and technology.
- Review and assess the application of developments in information resources and records management and archives, and advances in information delivery and information technology and their applicability to the Parliament.
- Promote and contribute to a safe, inclusive and respectful workplace culture by treating all staff with respect and ensuring their behaviour is of the standard required, taking appropriate action to manage any incidents or reports of harmful behaviour in accordance with the Parliament's incident management framework.
- Support the client experience including driving proactive engagement across the parliamentary precinct.
- Manage the staff and resources of the Library to ensure the provision of timely, impartial and accurate information to Members and Parliamentary officers including direct liaison with Members, the Clerks, and other parliamentary officers.
- Manage allocated budgets and resources including the preparation, monitoring, and reporting on budgets, to ensure expenditures align within allocated funds

Key challenges

- Managing the provision of library services to a broad range of clients in a political environment, ensuring that services are accurate, timely, objective and apolitical.
- Fostering an inclusive team culture.
- Understanding and meeting the information needs of clients, including Members of Parliament, across a broad range of interests and agendas

Key relationships

Who	Why
Internal	
Director, Hansard, AVB, Library & Research Services	<ul style="list-style-type: none"> • Key relationship manager, report to Director – Hansard, AVB, Library & Research Services, receive advice and guidance, clarify instructions and report on progress against work plans as required • Provide support to achieve operational priorities, exchange information and contribute to decision-making • Escalate discuss issues and propose solutions
Senior Executive and counterparts	<ul style="list-style-type: none"> • Liaises directly with members of Parliament in regard to specific assignments and in general to ensure they fully benefit from the work of the Library Services and to ensure its efforts are appropriate to members' needs.
Senior Officers / Committee Directors	<ul style="list-style-type: none"> • Liaises with the Clerks, other senior officers and committee directors over assistance the Library Services may provide to them
Division/ Branch Wider Team	<ul style="list-style-type: none"> • Provides strategic advice to the Directors and Senior Managers on Library related matters
Work Team/Direct and Indirect Reports	<ul style="list-style-type: none"> • Provide guidance and professional support and exchange information • Determine work priorities and oversee progress to facilitate their ongoing professional development • Collaborate to continually improve knowledge, build capability, and improve consistency and service quality • Provide an escalation point for issues or complex decision-making • Undertake recruitment and selection, training and development, performance management and work health and safety
External	
Other Government Bodies / External Stakeholders	<ul style="list-style-type: none"> • Maintains a network of contacts with relevant outside bodies such as NSW State Library, in order to keep up to date with relevant trends and sources of information • Maintains contact with other parliamentary libraries services to take advantage of work they may produce that is relevant to members of NSW Parliament and to keep up to date with developments in the provision of library management, information management, and knowledge management to members of parliaments generally.

Role dimensions

Decision making

The role operates with significant autonomy in the management and delivery of the unit. The role allocates work to the team and is an escalation point for complex or contentious matters. The role determines strategic priorities in consultation with the Manager and defers complex issues of a legislative or political nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course duties or matters requiring a higher delegated authority, including approval for expenditure or sensitive issues.

Reporting line

The role accounts and reports to the relevant reporting line manager

Direct reports

The role will have a variable number of direct and indirect reports. These include:

- Manager, Client Services
- Manager, Collection & Digital Services
- Manager, Records & Archives
- Manager, Projects

Budget/Expenditure

As per the approved DPS Financial Delegations.

Key knowledge and experience

- Extensive experience in leading and motivating teams and implementing projects
- Demonstrated experience in research, planning and technology in contemporary library and information management systems
- Demonstrated experience in navigating complex organisations with a customer service focus
- Advanced skills and experience managing resources, budgets and projects

Essential requirements

- Degree qualifications in library and/or information management, or equivalent extensive professional experience.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities




Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues 	Advanced
	 <p>Relationships</p>	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences • Speak in a highly articulate and influential manner • State the facts and explain their implications for the organisation and key stakeholders • Promote the organisation's position with authority and credibility across government, other jurisdictions and external organisations • Anticipate and address key areas of interest for the audience and adapt style under pressure
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial 'win-win' outcomes • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely 	Advanced






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		arguments, points of difference and areas for compromise	
		<ul style="list-style-type: none"> • Anticipate and minimise conflict within the organisation and with external stakeholders 	
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, Adept unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly 	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Champion the use of innovative technologies in Advanced the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes • Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies 	
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> • Refine roles and responsibilities over time to Advanced achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives 	

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept