



Customer & Library Services Coordinator

Position Number:	500374
Directorate:	Advocacy and Community Services
Department:	Liveable Communities
Reports to:	Manager Liveable Communities
Classification:	Band 8
Employment Status:	Permanent
Location:	Civic Centre Broadford – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.
Date created/amended:	May 2019
Employee signature:	Date: / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



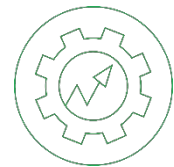
Respect



Customer Service
Excellence



Accountability



Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Governance and Corporate Performance
- > Development and Infrastructure
- > Advocacy and Community Services



About the Role

Objectives

- > Lead, motivate and engage the Customer and Library Services (CLS) team to ensure the efficient delivery of high quality services across all sites
- > Lead the planning and strategic direction of the Customer and Library Services team
- > To ensure the provision of a dedicated and focused resource to support the implementation and promotion of agreed customer service standards and community engagement across the organisation
- > Establish and lead an organisation-wide Customer Service excellence including responsibility for the Customer Service Charter and Standards framework
- > Contribute to the corporate culture and the pursuit of corporate goals to promote Council's image through good presentation and public relations
- > Develop a professional and integrated teamwork approach for staff in the Customer and Library Services team
- > To build effective relationships with internal and external stakeholders, through the course of complex problem solving situations and negotiations in order to drive quality and efficient customer and library services that are offered by Mitchell Shire
- > Create and encourage an environment that allows team members to acquire new skills, identify and develop new ideas and which ensures commitment to community, organisational and program goals
- > Perform in the role of Deputy Municipal Recovery Manager (MRM) coordinating relief and recovery activities within the municipality during and after an emergency event

Key Responsibility Areas

Planning and strategic direction of the Customer and Library Services Unit

- > Develop and implement strategic plan for CLS Unit
- > Ensure that the strategic plan supports the objectives of Council's customer service direction, aligns to the Council plan and State Government library requirements
- > Short and long term planning for CLS services throughout the Shire
- > Development and ongoing monitoring of relevant strategies, policies and procedures associated with CLS services
- > Preparation of Business Plan for the CLS Unit
- > Achieve priorities contained within the annual Business Plan
- > Ensure that all staff within the CLS Unit has a clear understanding of the vision, values, objectives and strategies contained within the overall CLS strategic plan and the annual Business Plan
- > Maintain effective and co-operative communication with all customers, community groups / organisations, business, Council and other Government authorities

Customer Service

- > In collaboration with the Manager Liveable Communities, develop and implement organisation-wide Customer Service Charter and Standards framework
- > Develop and deliver organisation-wide information and education regarding the Customer Service Charter and Standards framework
- > Working across the organisation, develop metrics and reporting framework to monitor compliance with Customer Service Charter and Standards framework



- > Develop and implement systems to facilitate feedback from the community regarding the achievement of the Customer Service Charter and Standards framework
- > Monitor adherence the organisation-wide Customer Service Charter and Standards framework and recommend strategies to improve adherence and outcomes
- > Support all Service Units achieve excellence in service delivery and present a positive image for Council
- > Develop and implement systems and processes to enhance the customer service interface including Council CRM

Library Services

- > Develop and implement library services strategy to ensure Council library services are contemporary and deliver innovative and best practice services
- > Ensure Council adheres to the State Government library funding requirements
- > Preparation, submission and presentation of business cases to support the provision of best practice in library services
- > Preparation and lodgement of funding submissions to support the delivery of library services

Financial and Resource Management

- > Preparation, management and monitoring of annual budgets for the Unit
- > Decision-making regarding purchase of resources/equipment and the operation of the CLS Unit within budget allocations, in accordance with Council policy and procedural guidelines
- > Ensure Unit projects are completed within specified timelines and budgetary allocations
- > Report on results in key functional areas

Human Resource Management

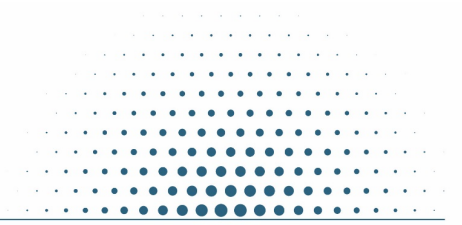
- > Provide leadership across the CLS Unit
- > Responsible for the supervision and development of senior CLS staff, including performance management, annual reviews and implementation of relevant legislation including EEO and OH&S
- > Provide strong leadership which will promote the organisational culture of staff empowerment and continuous improvement
- > Develop and implement Volunteers program for CLS including recruitment, training, retention and coordination

Risk management and occupational health and safety

- > Provide leadership and take responsibility for managing occupational health and safety, risk management and Council policies within the CLS Unit
- > Comply with occupational health and safety legislation, risk management requirements and all Council policies

Other Duties

Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.



About You

Key Selection Criteria

1. Tertiary qualification in Library and Information Management, Customer Service or other relevant discipline or equivalent industry experience
2. Strong leadership skills, including the ability to establish a work environment that motivates and develops staff to deliver quality Customer Services and/ or Library Services.
3. Practical experience in delivering improvements in business outcomes and performance standards in Customer Services and/or Library Services and reporting on these improvements.
4. Highly developed dispute resolution and negotiation skills, including the ability to negotiate successful outcomes in challenging circumstances.
5. Project management experience, including knowledge of procurement, contractor engagement, supervision and occupation health and safety requirements

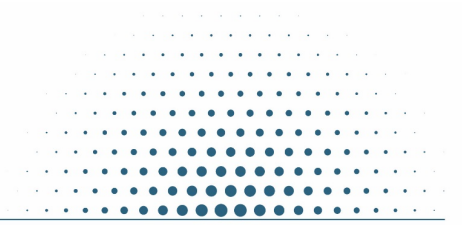
Qualifications and Experience

Essential

- > Tertiary qualification in Library and Information Management, Customer Service or other extensive and diverse experience in relevant discipline or equivalent industry experience
- > Extensive relevant experience in either Customer Service or library management
- > Strong leadership skills, including the ability to establish a work environment that motivates and develops staff to deliver quality Customer Services and/ or Library Services.
- > Extensive and diverse experience in, and knowledge of the trends of contemporary Library services and programming and or extensive and diverse experience in and knowledge of the trends of quality and responsive customer service
- > Experience in or understanding of the challenges of managing the joint services of Library and Customer services
- > Demonstrated experience and skills to effectively coach and mentor staff to achieve agreed outcomes and performance standards
- > Demonstrated ability to develop and drive a strategic approach to business outcomes
- > Strong verbal and written communication skills
- > Effective organisation, time management and planning skills including the ability to prioritise multiple tasks, conflicting deadlines and staff resources across multiple service locations.
- > Valid Victorian driver's license
- > Willingness to undertake National Police Check

Desirable

- > Evidence of continuing professional development
- > Broad understanding of the role of Local Government in Customer and Library Services
- > Working knowledge of call centre operations



Position Requirements

Accountability and Extent of Authority

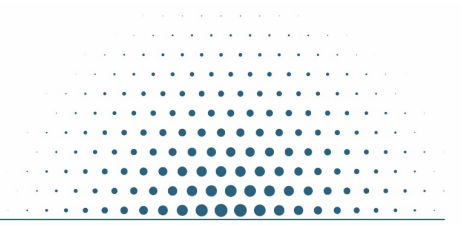
- > Freedom to act set by Mitchell Shire goals, policies, budgets and legislation
- > Understanding the substantial effect decisions made will impact on the operations of the unit and the wider organisation
- > Understanding the substantial effect decisions made will impact perceptions of the community
- > Attend Council and community meetings as required.
- > Authorised to approve expenditure and manage the allocated budget.
- > Will have periodic reviews with the Manager Liveable Communities to ensure alignment to the Council Plan and strategic goals
- > Ability to adhere to the State Government funding regulations for libraries

Judgement and Decision Making

- > Must be able to recognise issues and use initiative to identify creative solutions for complex problems
- > Ability to identify trends and opportunities and devise business cases to further develop customer & library services opportunities in Mitchell Shire
- > Ability to promptly respond to changing, and or challenging circumstances and make sound decisions to ensure the ongoing efficiency and effectiveness of the CLS Unit.
- > Ability to exercise independent judgment within the parameters of the role
- > Identify and develop policy, procedures and strategies for management consideration.
- > Use demonstrated experience and skills in the management of staffing teams including support, coaching mentoring, including implementation of the performance management process as required
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- > Develop key partnerships and exercise professional knowledge and experience in the recreation industry and across the organisation

Specialist Skills and Knowledge

- > Comprehensive understanding of customer service principles and practices
- > Comprehensive understanding of, or ability to acquire, public library philosophy and practices
- > Working knowledge of relevant legislation, regulations and guidelines
- > Significant Experience in establishing, coordinating and implementing new and innovative strategies for customer service delivery
- > Detailed knowledge of the Library and Information sector, including the ability to identify relevant issues and trends to support the continuous improvement of library services in the municipality
- > Knowledge of library and customer service operations, including policies, procedures and information sources
- > Detailed understanding of customer service and a commitment to implement customer services standards in accordance with Council requirements.
- > Demonstrated finance management skills and budget management experience
- > Understanding the legal, socio-economic and political context that Mitchell Shire operates in



- > Project management experience, including knowledge of procurement, contractor engagement, supervision and occupation health and safety requirements

Management Skills

- > Demonstrated ability to develop and drive a strategic approach to business outcomes
- > Demonstrated capacity to identify and lead service improvements
- > Strong leadership skills, with the demonstrated ability to lead, motivate and support staff, including the ability to manage work plans and set priorities to achieve agreed outcomes.
- > Ability to make sound judgements and recommendations, including the ability to articulate reasons behind decisions.
- > Well-developed written communication skills including the ability to prepare reports, submissions and high-level correspondence for various stakeholders.
- > High level organisation, time management and planning skills including the ability to prioritise multiple tasks, conflicting deadlines and staff resources across multiple service locations.
- > Ability to contribute to the strategic direction of Council
- > Responsible for the supervision and development of CSL staff, including recruitment, performance management, annual reviews and implementation of relevant legislation including EEO and OH&S.
- > Understanding of financial management, the organisation's long term goals and the legal and political context in which the organisation operates

Interpersonal Skills

- > Highly developed oral and written communication skills including the ability to prepare reports, submissions and high level correspondence
- > Absolute integrity, trustworthiness and professionalism
- > Ability to professionally represent Council at forums and meetings
- > Able to work cooperatively and collaboratively as part of a team to meet and deliver Council services and requirements
- > Ability to work effectively and efficiently under pressure
- > Ability to engage and collaborate with all Council staff, residents, contractors and statutory authorities to achieve effective, high quality outcomes.
 - > Proactive, solution focused and recognised as a team player. Ability to liaise with counterparts in other organisations to develop innovative policies and procedures.
 - > Highly developed dispute resolution and negotiation skills, including the ability to negotiate successful outcomes in challenging circumstances.
 - > Ability to lead, motivate and develop other employees, in particular the CSL team members



Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement No 7 2017 - 2020
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies



Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.



Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

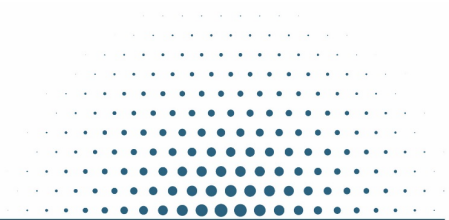
More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.



Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.