## Department for Education, Children and Young People

The Department of Education has joined with colleagues in the Department of Communities to form the Department *for* Education, Children and Young People.

This is a Department built entirely for children and young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning.

The child is at the centre of everything we do and the way we do it.

It’s an important time to join a dynamic new department.

## What is Libraries Tasmania?

Libraries Tasmania is a uniquely Tasmanian organisation, offering contemporary library and archive services to the Tasmanian community. We are incredibly proud of Tasmania’s extensive library network and the fact that Tasmanians value the services that enrich their lives. We provide services for recreation, learning, discovering our past, researching family history, or simply connecting with others. More information about our history, services and strategies is available on our [website.](https://www.libraries.tas.gov.au/Pages/Home.aspx)

## Libraries Tasmania vision:

*All Tasmanians are connected, resilient, creative and curious thinkers, enriched by the State’s libraries and archives.*

## What is it like to work for Libraries Tasmania?

We deliver high-quality services in a dynamic environment and are dedicated to meeting the needs of our clients. As a frontline, government service we celebrate diversity and inclusion, and our team reflects the community we serve. Our work environments are supportive and collaborative, and we offer quality working conditions to suit a variety of situations.

## Can I grow my career at Libraries Tasmania?

Yes, absolutely! We are a state-wide organisation, with varied opportunities to develop your career in different roles, locations and business units. As a part of the Department for Education, Children and Young People we are dedicated to learning and development, with a commitment to supporting lifelong learning for ourselves and our clients.

## What will I be doing as a Library Service Officer?

As a Library Services Officer you will contribute to outstanding client experiences by undertaking a range of duties and responsibilities including:

* Leading and assisting clients to access and use Library Tasmania services, programs and facilities. This includes providing accurate advice and information on operational policy and procedures
* Communication, promotion and delivery of all Library Tasmania programs and services
* Using, or be able to acquire, skills in a range of library based or administrative tasks using a range of library based systems and processes
* Supporting clients with access and use of technology including public access computers and printers
* Where applicable, delivering and [supporting learning programs](https://libraries.tas.gov.au/get-help/Pages/learning.aspx) in areas such as digital inclusion, early learning and youth engagement
* Actively participating as member of a local and broader catchment team, sharing your knowledge and ideas and assisting in the support, supervision and training of less experienced staff and volunteers
* Using WHS approaches in the manual handling of stock movement and shelving of library resources

You will work with clients …

* From different cultures, ages and backgrounds
* Who may have difficulty reading and writing
* Who may have English as a Second Language (ESL)

At times, our workplaces can be dynamic and sometimes challenging situations can arise. Training and support is provided to support your operational safety, and help you prepare for, and respond to situations such as these.

## What attributes do I need to be successful?

You need to have demonstrated great communication skills and high level skills in a client service setting. We’re looking for people who can show initiative, problem solve and use conflict resolution skills. You must be able to work independently, in both small and large teams, to complete tasks to deadlines.

Good experience with, or being able to acquire skills with, using MS Office software, database management systems and internet search engines is also needed, together with a working awareness of Workplace Health and Safety in a customer service setting.

You may be rostered to work late afternoon shifts and Saturday mornings to support library opening hours. Award conditions and payments apply for this.

## What should I put in my application?

If you think your skills, personal attributes and experience match, you will need to provide:

* An up-to-date resume detailing your knowledge, skills and experience and highlighting your achievements
* The contact details of two current referees who can confirm your work performance and ability to perform the duties as advertised
* A response to the selection criteria as specified in the Statement of Duties.

## What should I cover in my application?

Your written response to the selection criteria should reflect your skills and experience to demonstrate that you are an excellent candidate for this role. Try not to just say that you have the skills - provide us with evidence and examples of previous work experience to support your claims. Simply making a statement that you can do the task or role does not provide us with evidence.

## Where is the role based?

This position is initially based at the Longford Library, however the occupant may be required to work at other libraries within the Northern Collective. This process may also be used for future vacancies or to suit Libraries Tasmania’s operational needs in the broader Northern Collective area.

## Who should I contact for more information?

For further information applicants are strongly encouraged to contact Lisa Crosswell by phone 0428 283 609 or by email to lisa.crosswell@libraries.tas.gov.au