

Trainee Library and Information Services Assistant

Council is currently seeking applications for a Trainee Library and Information Services Assistant. The successful applicant will complete a traineeship in the Library while undertaking a Certificate III in Business. The traineeship qualification has a nominal duration of 12 months. Continued employment beyond the 12-month traineeship period is not guaranteed.

This traineeship opportunity is made available with the assistance of Government funding; therefore, successful appointment will be dependent on applicants meeting specific funding criteria contained in the attached Eligibility Questionnaire. Funding eligibility will be assessed upon receipt of your application.

The key responsibilities include:

- Customer Service Desk duties including assisting the public in locating information and supporting library clients in the use of computers, the internet, and other equipment.
- Assist with the planning, preparing and delivery of library programs.
- Assist with setting up displays, exhibitions and events.

Applicants should familiarise themselves with the entire position description.

Wages and Conditions of employment will be determined in accordance with the Order – Apprentices' and Trainees' Wages and Conditions (Excluding Certain Queensland Government Entities) 2003; Training Wage Award – State 2012; Queensland Local Government Industry (Stream A) Award – State 2017 and Council's Certified Agreement. Currently, the salary ranges from \$903.30 to \$1,604.15 gross per fortnight dependent upon age and the highest year of schooling completed.

Applications for **24/59 – Trainee Library and Information Services Assistant** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Traineeship Eligibility Questionnaire
- Most recent academic record

Applications can be submitted using one of the following methods (Word or PDF format is preferable):

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 24/59, PO Box 974, Ayr Qld 4807

Applications close on Wednesday, 23 October at 5.00pm.

For further information please contact the Library Services Manager – Lois Huston on (07) 4783 9800.

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It is essential to respond to each criterion explaining how you have demonstrated each skill or quality, with examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. Minimum of a Year 10 education with satisfactory results (attach most recent academic record).
2. Demonstrated interest in books, reading and computer applications.
3. Demonstrated knowledge of the Library and the services it provides to the community.
4. Demonstrated customer service skills in a work environment.
5. Demonstrated ability to complete a course of study within set timeframes.
6. Sound working knowledge of Microsoft Office applications.
7. Demonstrated involvement with community-based groups or activities, either school or wider community.

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Traineeship opportunities are made available by Burdekin Shire Council with the assistance of Government funding. Certain information (including date of birth) is required from applicants to confirm eligibility for participation.

Full Name: _____ Date of Birth: _____

1. Do you hold any current qualifications – either Certificate, Diploma or University Degree Level No Yes

If yes, please provide details of all qualifications currently held:

Qualification Name	Date of Attainment

2. Do you identify with any of the following groups (any of these groups assist eligibility)?

Aboriginal and Torres Strait Islander No Yes

Migrants and refugees from culturally and linguistically diverse backgrounds No Yes

If yes, please provide brief details of your ethnic/cultural background:

Person with a disability No Yes

If yes, please provide brief details of disability:

Displaced worker (that is, lost employment with another employer) No Yes

If yes, please provide brief details of previous employment:

Women re-entering the workforce No Yes

If yes, please advise brief details surrounding your current situation:

3. Are you currently on any government benefits (e.g. Newstart or Disability) No Yes

If yes, please advise details of current benefit:

4. Are you currently registered with a job network provider No Yes

If yes, which job network provider:

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Position Number	20050
Certified Agreement	Burdekin Shire Council Certified Agreement
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Division	Division 2 – Section 1 - Administrative Services
Award Descriptor Level	Level 1
Reports To	Library Services Manager
Place of Employment	Burdekin Library, 108 Graham Street, Ayr

Position Objective

Complete a traineeship in the Library learning basic tasks while undertaking a course of study. Perform a range of set tasks and activities to provide quality customer service to library users and the community using appropriate policies and procedures under the close direction of other library staff.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

Assist with the provision of a courteous, efficient, and effective library service to the Burdekin community in the following ways:

- Customer Service Desk duties. These may include assisting the public in locating information and supporting library clients in the use of computers, the internet and equipment as required.
- Assist with the planning, preparing and delivery of library programs.
- Assist with setting up displays, exhibitions and events.
- Collecting newspapers and magazines daily from the newsagency.
- Daily visit to Council offices for mail collection and delivery.
- Assist the Community Development Team with projects as required.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017 and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Trainee Library and Information Services Assistant**Organisational Relationships**

- Works under direct supervision.

Extent of Authority

- Work outcomes are clearly monitored.
- Freedom to act limited by standards and procedures.
- Solutions to problems found in established procedures and instructions, assistance readily available.
- No scope for interpretation.

Position Requirements**Knowledge**

- Developing knowledge of the Library operation and the services it provides to the community.
- Developing knowledge of the applications of the Dewey Decimal Classification System, and the knowledge to undertake bibliographic searching using the automated Library system.
- Broad general knowledge and awareness of current affairs, both local and national.
- Knowledge of local community, activities, and organisations.

Skills

- Reading comprehension.
- Customer service skills.
- Speaking and writing skills.
- Sound numeracy skills.
- Sound keyboard skills.
- Active learning and listening skills.
- Learning strategies for study.
- Developing time management skills.
- Skills in PC operations and functions, including Microsoft Office, desk top publishing and internet use.
- Sound teamwork skills.
- Sound telephone technique.
- Operation of library equipment.

Abilities

- Oral comprehension and expression.
- Written comprehension.
- Ability to make decisions within the bounds of allocated responsibilities.
- Ability to work both independently and as part of a team.
- Ability to co-operate and communicate with Library and Council staff.

Other Requirements

- Interest in books and reading, and in computer applications.
- Ability to complete a course of study within 12 months by attaining subject goals to a set timeframe.
- Personal characteristics of honesty, integrity, enthusiasm, and personal presentation with a sense of humour.

Trainee Library and Information Services Assistant**Experience and Qualifications**

- Minimum of Year 10 education with satisfactory results.
- Experience with community-based organisations or activities, either school or wider community.

Core Competencies

These competencies relate to Level 1 positions of the Queensland Local Government Industry (Stream A) Award – State 2017:

Teamwork

- Participate in team-based activities.
- Respect other team members.
- Complete the tasks allocated to you.
- Know the team goals, parameters, and major issues.
- Work within the parameters.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.

Communication

- Write in a way that your reader can understand.
- Listen and speak clearly to your colleagues and customers.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.

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- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.