



Business Support Officer - Libraries

Section: Community Services

Salary point: 11

Position number: PSC245

Last updated: June 2024

Position objectives

To provide a high level of administrative support to the Library Services Manager and staff of Port Stephens Libraries.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- Provide administrative services to the Library Services Manager and Port Stephens Libraries team, including but not limited to:
 - Managing correspondence
 - Scheduling meetings and training sessions involving internal and external customers - organising venue, catering, agenda and minutes as required
 - Preparing promotional material for Library programs, activities and events, and promote via eNewsletter, social media, Library website and other communication channels
- Coordinate the Administration Office of Port Stephens Libraries
- Provide information and advice, and undertake tasks for the Library Services Manager and Library Teams in a range of areas including, but not limited to:
 - Human resources
 - Budget and financial control
 - Statutory reporting

- Asset management
- Use the Business Excellence Framework to improve work practices and procedures throughout Port Stephens Libraries
- Act as the point of contact for Tilligerry Community Library and liaise with volunteers to provide a high level of professional administrative support
- Liaise with external organisations, businesses, partners and service providers as required.
- Represent Port Stephens Library on Council Committees and Working Groups as required

Key accountabilities

To provide professional administrative support to enable a wide range of administration, projects and services to be delivered.

Extent of authority

Tasks are performed under the general direction and in consultation with the Library Services Manager. Decisions are generally made within the scope of established procedures and guidelines.

Judgement and decision making

There is a requirement to determine own work program within established priorities. The position may be required to develop/modify operational procedures and practices in response to change. There is a requirement to exercise a degree of initiative and judgement in resolving issues or responding to queries as they arise.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Commitment to learning and understanding the Australian Business Excellence philosophy
- Commitment to continuous improvement and a willingness to embrace change
- Conduct that demonstrates to others a commitment to Council's values of Respect, Integrity, Teamwork, Excellence and Safety
- Demonstrated ability to work unsupervised and to make autonomous decisions
- High level of lateral thinking, problem solving and solution discovery

Interpersonal

- Strong interpersonal skills
- Demonstrated well developed written and oral communication skills to a level necessary to obtain co-operation from others and exchange information
- Demonstrated ability to work as an effective team member and to take ownership of tasks as required
- Demonstrated skills in negotiation and problem solving to enable effective liaison with people at all levels
- Demonstrated ability to prioritise, manage multiple tasks, and operate autonomously in a high volume work environment

- A flexible approach to a diverse work environment, displaying a professional image at all times

Qualifications and experience

- Position requires the knowledge and skills to understand and apply the functions, methods, structures and operations of the work area. Knowledge would be gained through a combination of on-the-job training, extensive work experience in the subject matter and completion of specific skills development programs. This includes;
 - Certificate IV in Business Administration and/or relevant experience
 - Ability to research and analyse information in order to prepare draft correspondence, reports, processes and procedures
 - Significant experience with financial systems and accounting processes
 - Previous experience in coordinating projects
 - IT skills including advanced knowledge and experience in the use of all aspects of the Microsoft Office Suite of products and Social Media platforms
 - Demonstrated ability to work unsupervised and to use initiative and sound judgement when making decisions
 - Understanding of WHS and EEO in the workplace

Capability Framework level: Adept

Personal attributes	Relationships	Results	Resources
<ul style="list-style-type: none"> • Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability 	<ul style="list-style-type: none"> • Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate 	<ul style="list-style-type: none"> • Plan and prioritise • Think and solve problems • Create and innovate • Deliver results 	<ul style="list-style-type: none"> • Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee Date