



<b>POSITION:</b>	Business Insights Officer
<b>CLASSIFICATION:</b>	Band 4
<b>REVIEW DATE:</b>	June 2023

## Connected Libraries

Connected Libraries (CL) is a large Not for Profit public library service in Southeast Victoria providing services to community in the City of Casey. We are funded by Casey Council and the State Government. We support a rapidly growing and diverse community of more than 392,000 people.

Our libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Bunjil Place Narre Warren.

## Our Vision

Inspiring spaces where everyone is free to discover possibilities.

## Our Values and Guiding Behaviours

### Creativity

- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others

### Teamwork

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

### Social Intelligence

- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other

### Fairness

- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour

### Love of Learning

- We love learning about new things.
- We believe there is always an opportunity to learn
- We learn from each other

### Humour

- Our humour enables us to express how we feel.
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

## Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection
- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success



## Position Objectives

### Operational

- Deliver innovative and customer focused service consistent with CL vision, values and objectives (CL Strategic Plan)
- Actively engage and interact with the community in the library, online and outside the four walls
- Provision of support and assistance to all library users
- Accountable for producing circulation, membership and stock statistical reports using agreed reports and system modules

### Strategic

- Contribute to the development of innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CL strategic goals and plan
- Contribute to the continuous improvement and development of CL by participating in activities and service development such as: library and learning staff forums, training programs, team meetings as required and meetings with your specific Team Leader
- Nurture relationships with other library and lending facilities including LibsVic libraries and Library services across Australia.

## Key Responsibilities and Duties

### 1. Customer Experience

- Develop and maintain a culture of friendly, approachable customer focused service
- Explain policies and procedures to community members as required
- Deal with complaints and difficulties in accordance with policies and procedures
- Assist library users to become self-sufficient in the use of the catalogue, electronic resources and Internet and to maximise use of information resources.
- Undertake established routines and procedures to provide circulation functions

### 2. Digital Literacy Skills

- Assist library and community members to find materials and /or information
- Competency in the use of a range of information technology and software tools in the provision of library services
- Willingness to embrace emerging technologies

### 3. Digital Operations Support

- Assist Digital Operations team in recording events and problems and their resolution in logs
- Direct unresolved issues to the next level of support personnel
- Assist Digital Operations team in follow-up and update requestor status and information

### 4. Reports and Statistics

- Produce circulation, membership and stock statistical reports using agreed reports and system modules
- Create and compile program statistics for monthly and annual reports
- Contribute to the development of new business insights reports

## Selection Criteria

- Post-trade or other post-secondary education
- Relevant experience in a business or analytic environment desirable
- High level customer service skills
- Good communication skills both oral and written
- Strong knowledge of Microsoft Office Suite
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Excellent information technology and problem-solving skills with a range of information technology and software tools



- Time management, organisational and planning ability and ability to adapt to demands and deadline
- Driver's licence essential.
- Working with Children Check

### **Organisational Relationships**

Reports to:	Digital Operations Manager
Internal liaisons:	Executive Team, Leadership Team, Children and Youth Team, Outreach Team and Digital Literacy Team, Regional Support and branch staff
External liaisons:	Other LibsVic Libraries, libraries, library members and members of the community.

### **Accountability and Extent of Authority**

- Authority to operate within established CL policies, procedures and PLV guidelines
- Accuracy of information given to Executive Team, Leadership Team and relevant stakeholders
- Collection and compilation of organisation's statistics

### **Judgment and Decision Making**

- Act in accordance with established policies and procedures
- Problem solving using application of technical knowledge and relevant experience
- Initiative required in tracking down sources of supply
- Guidance and advice are always available

### **Specialist Skills and Knowledge**

- Experience with Library Management Systems including knowledge of data and reporting
- Understanding of CL Vision, Values and objectives (CL Strategic Plan)
- Knowledge of library management computer system with an emphasis on circulation and statistical functions of library computer system
- Strong knowledge of Microsoft Office Suite

### **Managerial Skills**

- Manage own time, set priorities, plan and organise work within set deadlines
- Ability to train and supervise other staff where required in the execution of established procedures
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development

### **Interpersonal Skills**

- Excellent communication skills with community members, staff and other key stakeholders
- Approachability and awareness of community and library members' needs
- Ability to write reports and prepare correspondence in respect to key responsibilities
- Ability to have a flexible approach to work and changing priorities
- Good written and verbal communication skills
- Ability to gain cooperation and assistance from other staff, other libraries, suppliers and members of the community

### **Qualifications and Experience**

- Relevant experience in a business or analytic environment desirable
- Post-trade or other post-secondary education
- Relevant qualifications and experience
- Relevant Public Library experience desirable
- Current Victorian Driver's license

### **Conditions of Employment**

Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement, Corporation policies and procedures and the letter of offer.



- **Employment Status** - Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration** – the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** – include rostered day, evenings and weekend shifts and are based on the 35-hour a week employment model
- **Multiskilling** – The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period** – As per the Fair Work Act 2009 and Regulations – 6 months
- **Recreation Leave** - Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **Risk Management** – Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
- **Sick Leave** - A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking** - Smoking is prohibited within all Corporation buildings and in Corporation vehicles
- **Working with Children Check** – mandatory (Child Safe Standards 2017)

## Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
	Possible	Occasionally	Regularly
<b>Passive</b>			
Ability to stand for extended periods for the purpose of using a computer		✓	
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings			✓
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			✓
Ability to communicate clearly both verbally and written			✓
<b>Manual Handling</b>			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			✓
Issue and return of library materials using scanners and docket printers	✓		
Lifting of stock and library materials onto and off shelving	✓		
Pushing book trolleys	✓		
Lifting and moving of boxes and files	✓		
<b>Agility</b>			
Bending and stretching, including knee bending			✓

***Note:** This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained.*



All staff is reminded that they should follow Health and Safety regulations and the Connected Libraries Health and Safety Manual Handling Policy when performing their duties.

**Staff Member:**

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**Signature:**

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**Date:**

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**Authorised:** Janine Galvin (General Manager, Organisational Development)  
**Date:** June 2023