



POSITION:	Business Insights Officer
CLASSIFICATION:	Band 4
REVIEW DATE:	September 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

- | | |
|---|---|
| <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 |
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Organisational 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. 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
- Transform raw statistical data into desirable formats and identify and data quality issues
- Identify and facilitate the implementation of new potential data sources into BI systems and include in reporting and analytics.
- Develop robust forecasting frameworks that can be used to ensure continuous service accuracy, efficiency, and future design development.
- Work closely with service managers and providers, using the above skills to ensure data integrity and accuracy.
- Define, develop, and deliver insightful dashboards and reports to a high standard professional level.
- Present and effectively communicate solutions, models, and insights to a range of business stakeholders, in a variety of business forums, and contributing to strategic decisions.

2. Digital Literacy Skills

- Competency in the use of a range of information technology and software tools in the provision of library services
- Willingness to embrace emerging technologies

Selection Criteria

- Post-trade or other post-secondary education
- Relevant experience in a business or analytic environment desirable
- Proven ability utilising statistical modelling and analytical methods.
- Experience with Library Management Systems including knowledge of data and reporting will be highly regarded
- Good communication skills both oral and written
- Strong knowledge of Microsoft Office 365 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 software and BI 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

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** – are based on the 38-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
Passive			
Ability to stand for extended periods for the purpose of using a computer		P	
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings			P
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			P
Ability to communicate clearly both verbally and written			P
Manual Handling			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			P
Issue and return of library materials using scanners and docket printers	P		
Lifting of stock and library materials onto and off shelving	P		
Pushing book trolleys	P		
Lifting and moving of boxes and files	P		
Agility			
Bending and stretching, including knee bending	P		

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:

Signature:

Date:

Authorised: Janine Galvin (General Manager, Organisational Development)

Date: September 2023