Position Description

Position Title:	Central Branch Librarian
Grade:	H
Department:	Library Services
Reports to:	Library Operations Supervisor
Direct reports:	Library Assistants, Library Admin Trainee
Date:	October 2025

Position Purpose

To contribute to the delivery of an effective and efficient library service for the Penrith City Council community by providing high quality customer service at all library branches as rostered. Responsible for all the circulation and administration services at the Penrith central branch. Manage building maintenance issues specific to the Penrith branch and the upgrade of the branch's physical environment by coordinating the procurement of new furniture and fittings as required. Support the development and improvement of procedures and act as the primary contact for communicating library guidelines to the public and addressing customer concerns and complaints. Coordinate the activities of library volunteers in alignment Council's Volunteer Policy and collaborate with internal and external partners to curate and deliver library displays and exhibitions that support community engagement. To demonstrate and promote Council Values – Show Respect, Be Accountable, Encourage Innovation.

Key Result Areas

1. Penrith Central Branch

Major Actions

- Oversee library staff duties and responsibilities in the service area at Penrith Central Branch
- Ensure customer service staff are well trained and confident when working with the public
- Ensure the library is a welcoming, safe and well-maintained environment for staff and the public
- Contribute to the planning and implementation of upgrades to the library's physical space
- Administer Council/Library policies and procedures pertaining to the public use of the facility, its collections and equipment
- Coordinate with relevant library and Council officers to ensure smooth operation of the facility
- Organise the public promotion with key stakeholders of displays, exhibitions and temporary changes to services and operating hours for the Penrith Central Branch
- Maintain a diverse display and exhibition program by coordinating with exhibitors and ensuring WHS compliance

Key Result Areas
2. Staff Supervision and Leadership **Major Actions** • Facilitate and encourage a positive and collaborative team environment • Plan and allocate work tasks and projects • Conduct and participate in staff performance planning for team, as per Council's systems and policies • Identify and organise library staff training and development needs, in consultation with the Library Operations Supervisor • Participate in library recruitment processes • Provide support to the Library Operations Supervisor by assisting with the coordination and management of section activities as required • Support staff to roster library service points • Coordinate the library volunteers with relevant library supervisors
3. Library Systems and Equipment **Major Actions** • High level functional user of the Library Management System • Monitor library systems and equipment, reporting and following up issues impacting on customer service • Contribute to the development and/or improvement to service area workflows by adapting library technologies • Ensure staff are well-trained and confident in using systems and equipment to support both their own tasks and customer enquiries
4. Library Service Team **Major Actions** • To provide circulation, information and technology advice and assistance within the Council's Libraries • To increase community awareness and understanding of library services, resources and facilities • Undertake regular contact with the public using tact and diplomacy • Undertake regular manual handling tasks which involve 1. forward bending or twisting at the waist 2. raising, lowering, pushing, pulling, or moving objects away from or towards the body 3. the use of tools, equipment for the moving of materials • To sort, shelve, tidy and check collections to keep them orderly, neat and accessible • To accurately process and receipt payments for library fees and charges • To assist the team to maintain a tidy and safe environment within the Council's libraries • Utilise the range of library systems and equipment available within the Council's libraries • Participate in outreach teams for the development of library services

Key Result Areas
5. Digital Literacy **Major Actions** • Support library users to effectively use digital devices to access library services • Support library users to effectively use the library's online resources, services and equipment • Effectively use Council's online systems, corporate applications and networks
6. Customer Service **Major Actions** • Provide effective service to Council customers, internal and the community • Accurately identify the needs of customers and take appropriate action to satisfy customer needs • Present a positive image of Council
7. Corporate Governance and Effective Work Practices **Major Actions** • Carry out work in line with relevant legislative and statutory requirements and /or industry codes, practices and standards • Adhere to Council's Code of Conduct, Values and relevant policies and procedures • Take responsibility for and manage own work and contribute to a productive work environment • Accept and contribute to workplace change • Undertake workplace tasks as directed • Work cooperatively with others and use positive communication techniques • Resolve workplace conflict in line with Council policy • Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and State Records Legislation
8. Work Health and Safety (WHS) **Major Actions** • Attend training as required and ensure completion of training by supervised staff • Perform work in accordance with WHS policies and procedures • Ensure all procedures have been risk assessed, and risk assessments are reviewed in line with designated timeframes • Monitor implementation and use of risk control measures • Participate in consultative processes for the management of WHS, and ensure consultation processes are available to, and used by, supervised staff • Coordinate and assist, as required, in the injury management process to ensure the earliest possible return to work for injured employees

Qualifications, Experience and Specialist Skills & Knowledge
Essential • Relevant degree qualification with eligibility for professional membership of the Australian Library and Information Association (ALIA), or equivalent • Demonstrated recent library supervisory experience • Demonstrated high level problem solving and negotiation skills working with both staff and members of the public • Exceptional oral and written communication and interpersonal skills • Strong project management and administrative skills with a proven ability to manage concurrent tasks and work to deadlines • Demonstrated knowledge and skills in using library systems, online databases, digital platforms and electronic resources • Current Class C Driver's Licence

PENRITH CITY COUNCIL CAPABILITY FRAMEWORK

Our Capability Framework provides a set of 25 capabilities, expressed as behaviours, which set out clear expectations about performance and articulates what 'good' looks like in our organisation. The capabilities are grouped into 5 clusters: 'Leading Best Self,' 'Leading Human Connection,' 'Leading Optimal Results,' 'Leading People Authentically' and 'Leading Strategic Direction.' The capabilities act like building blocks and increase in complexity from the bottom to the top, as well as from left to right, across the framework. The capabilities are shaded according to the expectation for the role, being 'Core', 'Growth', 'Assumed' or 'Not in Scope' capabilities. The cumulative nature of the capabilities under each cluster, means an employee should be able to demonstrate the behaviours required of each capability, up to and including the capability deemed 'Core' for their role. *Please note Capability Mapping is subject to change and will be reevaluated from time to time. As such, you will be notified appropriately of any changes in the future and issued with the relevant updated Capability Mapping. Employees refer to the Capability Framework Guide for the list of behavioural descriptors.*

CENTRAL BRANCH LIBRARIAN CAPABILITY MAPPING

LEADING BEST SELF	LEADING HUMAN CONNECTION	LEADING OPTIMAL RESULTS	LEADING PEOPLE AUTHENTICALLY	LEADING STRATEGIC DIRECTION
INNOVATING Creative thinker that finds and implements new ways of doing things	**INFLUENCING** Can think on their feet and persuade a group of individuals towards their ideas and thinking	**LEADING PROJECTS AND CHANGE** Leads projects and change initiatives, demonstrating the 'art' and 'science' of project and change management	**LEADING ORGANISATIONAL CULTURE** Emanates inspirational and authentic leadership, walking the talk, creating a culture of trust and leading through ambiguity	**CREATING ORGANISATIONAL VISION AND STRATEGY** Creates a compelling vision and strategy to meet the needs of the community both now and into the future
EMBRACING CHANGE Open to change, takes on a positive outlook and adapts well to new ways of doing things	**FACILITATING DISCUSSION** Confident in presenting ideas to a group, facilitating discussion and managing group dynamics	**WORKING COLLABORATIVELY** Actively networks, builds relationships and works with others cross-functionally and/or with a broad range of stakeholders, to drive stronger results	**FOSTERING TEAM EFFECTIVENESS** Builds a supportive and collaborative team environment, fosters team spirit and trust	**DEMONSTRATING BUSINESS ACUMEN AND PLANNING** Understands business principles and financial implications and uses this to optimise business performance and inform strategic planning
MAINTAINING COMPOSURE Stays calm under pressure and practices self-care to manage stress	**DELIVERING THE 'CUSTOMER PROMISE'** Dedicated to serving the customer needs, both internal and external, and other stakeholders	**CONTINUOUSLY IMPROVING** Committed to improving the quality, efficiency and effectiveness of work processes and projects	**LEADING WITH COURAGE** Confident in having difficult conversations and is able to provide constructive feedback whilst maintaining the relationship	**DECISION MAKING** Makes decisions which are strategic and likely to have long-term impacts
DEVELOPING SELF Committed to self-improvement, welcomes feedback, seeks learning opportunities and is self-aware	**WORKING TOGETHER** Team player who helps and cooperates with others	**PROBLEM SOLVING** Uses sound judgement and logic to solve day-to-day problems	**LEADING A TEAM** Leads a team to perform by delegating effectively, setting clear expectations and providing feedback on performance and behaviour	**MANAGING RESOURCES** Effectively manages budgets, time, costs and other resources
TAKING ACCOUNTABILITY Reliably contributes, follows policies and procedures, upholds organisational values and keeps promises	**COMMUNICATING** Effective communicator (verbal and written) including the use of appropriate body language	**PLANNING AND ORGANISING** Prioritises tasks and works in an organised way to get things done effectively	**MENTORING OTHERS** Mentors others to help them learn and develop	**ANALYSING AND INTERPRETING** Uses analytical thinking to critically evaluate information and data in order to provide meaningful insights

KEY:	ASSUMED CAPABILITY	CORE CAPABILITY	GROWTH CAPABILITY	NOT IN SCOPE

PENRITH CITY COUNCIL