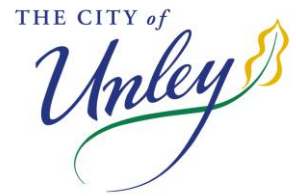


# POSITION DESCRIPTION

## CORPORATION OF THE CITY OF UNLEY



### 1. JOB IDENTIFICATION:

**Title of Position:** TOY LIBRARY OFFICER  
**Business Unit:** COMMUNITY AND CULTURAL CENTRES  
**Reports to:** TOY LIBRARY COORDINATOR  
**Classification:** MOA 2

### 2. POSITION OBJECTIVES:

- Assist in the operation, promotion and development of the Unley Toy Libraries.
- Assist members of the public to make the best use of the Unley Toy Libraries by guiding their access to library resources and services.
- Ensure that the toy libraries remain customer focused and strive to achieve excellence in providing services to the community.
- Perform toy library duties in an efficient and professional manner, to promote the image of the library service and council in both efficiency and courtesy to the public.

### 3. KEY RESPONSIBILITIES:

- Undertake customer service and shelving duties as required within the Toy Libraries - Unley and Goodwood, and within the overall library service.
- Provide information, advice and assistance to the public.
- Foster a strong team culture with a customer service focus, by working collaboratively with team members to provide excellent service.
- Acquire and maintain effective digital literacy skills to meet the ongoing and changing needs of customers
- Participate as a member of the toy libraries and overall library team by participating in planning and business unit meetings.
- Liaise with customers, external organizations and other council business units as required in undertaking duties.
- Assist with supervision and training of volunteers.
- Assist with purchasing new materials for the toy libraries.
- Process and catalogue new items for the toy libraries.
- Acquire and maintain knowledge of the toy libraries stock to effectively undertake enquiries.
- Assist with stock take and general maintenance of the toy collection, including following up with customers about missing pieces.
- Assist with promotion of the toy collection.
- Assist with the evaluation of the service and participate in opportunities to network and resource share where possible.



**Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.**

**Key WHS Responsibilities:**

- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including appropriate use of equipment and PPE.
- Complying with the requirements of the City of Unley's WHS management system.
- Attending WHS training and following instructions and advice provided.

**SAFE ENVIRONMENT:**

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

**EQUAL OPPORTUNITY EMPLOYMENT**

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

# OUR VALUES





## Better Together

*Looks like ...*

- Everyone matters
- Embrace diversity and difference
- Work as a team
- Collaborate with others
- Show care and support
- Share information and share the load
- Celebrate the wins, and the effort to get there



## Be Progressive

*Looks like ...*

- Adapt, experiment and try new ways
- Be agile, open and take the right risks
- Seek new information & perspectives
- Learn and grow
- Embrace challenge and take action
- Shape the future



## Strive for Excellence

*Looks like ...*

- Deliver our best work
- Set the benchmark high
- Be the best at getting better
- Reflect, evaluate and measure
- Achieve outstanding results
- Have pride in working for local government

#### **4. PERFORMANCE AND SKILL REQUIREMENTS:**

##### **a) Qualifications/Experience**

###### **Essential**

- Relevant qualifications and/or extensive experience relevant to the position.
- Experience within a customer service environment.
- The position requires you to hold a current Department Human Services (WWCC) Working with Children Check.

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**NOTE:** Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

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###### **Desirable**

- Qualification in librarianship, teaching, early childhood or childcare.
- Experience in libraries or toy libraries would be highly regarded.
- Driver's License- C class.

##### **b) Knowledge**

###### **Essential**

- Knowledge of the stages of child development.
- Knowledge and continual updating of knowledge about early literacy and digital literacy.
- Knowledge of toys suitable for developmental stages.

###### **Desirable**

- Working knowledge of One Card library management system.
- Sound knowledge of public library aims and objectives, policies and procedures.

##### **c) Skills**

###### **Essential**

- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- Ability to communicate effectively with a wide range of people, particularly children and carers.
- Ability to match toys to appropriate stages of child development.

###### **Desirable**

- Ability to be self-directed and work with minimum supervision.
- The ability to learn new skills quickly and display resilience in times of change.
- Confident using computers and able to understand and work with a range of relevant programs efficiently.
- Confident in both literacy and numeracy with a focus on accuracy and attention to detail.

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By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent: .....

Date: .....

Manager: .....

Date: .....