

# Position description

Greater together 

Position title:	Library Frontline Services Officer
Institute/School/Centre/ Directorate/VCO:	Library Services, Chief Operating Office
Campus:	Gippsland Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 4 range
Time fraction:	Part-time
Employment mode:	Continuing appointment
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Paula Williams, Library Frontline Services Supervisor Telephone: (03) 5122 8355 Email: paula.williams@federation.edu.au
Recruitment number:	JR101152

## Position summary

Library Frontline Services staff are a key contributor to students' transition to University, with the team delivering the Library's frontline services to new and returning students, both on campus and online. The use of Library learning spaces and resources is underpinned by this team, making significant contributions to student experience, retention and success.

The Library Frontline Services Officer is responsible for providing highly customer-focused service, responding to and providing accurate and timely Tier 1 advice and information related to the student life cycle to new, existing and prospective students, staff, visitors and community users. The position will respond to enquiries received at a central Integrated Service Point and through a range of online services.

The Library Frontline Services Officer will be required to use a variety of systems that support the operations of the Library, Student HQ, Registrar Services, IT Services, Learning and Academic Skills Success (LASS), Student Equity, Engagement and Development, Student Health and Wellbeing, FedUni Living, Facilities Services and Academic Services. The Library Frontline Services Officer is expected to analyse and resolve queries in the first instance, referring more complex enquiries to the relevant work areas at the Tier 2 level.

## Portfolio

We aim to provide a range of high quality scholarly information resources and services to the FedUni community. In doing so we recognise the importance of our clients - staff and students of the University are central to all that we do. We endeavour to deliver services that recognise the diversity and needs of all client groups; we strive to be both responsive and innovative in our service delivery and to be a vital contributor supporting the University's mission to offer high quality learning and research opportunities.

### Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

**INCLUSION**, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

**INNOVATION**, we are agile and responsive to emerging opportunities.

**EXCELLENCE**, we act with integrity and take responsibility for achieving high standards.

**EMPOWERMENT**, we create a supportive environment to take informed risks in pursuit of success.

**COLLABORATION**, we establish genuine partnerships built on shared goals.

### Key responsibilities

1. Provide timely and effectively customer service to all University clients and visitors by:
  - accurately responding to Tier 1 queries related to directions and general information and advice on University services, received in person or via a range of virtual channels;
  - identifying and referring complex Tier 2 enquiries to the appropriate service work areas in the Library, Schools or Directorates
  - working collaboratively with University Schools, Directorates, and more specifically with staff from Student HQ, Registrar Services, IT Services, LASS, Student Equity, Engagement and Development, Student Health and Wellbeing, FedUni Living, Property and Infrastructure and Academic Services to acquire and disseminate information as general Tier 1 level advice;
  - representing the University, maintaining a courteous, friendly and respectful relationship with staff, students and community users; and
  - adhering to service protocols and University policies and procedures.
2. Provide information and assistance to students, staff and visitors to access and use University facilities, services, IT and information services by:
  - providing advice and instruction for online access to resources, such as connecting to wifi and logging in to online university systems;
  - promoting and providing advice about Library and other University services, facilities, resources;
  - providing advice, instruction and basic troubleshooting in the use of University-provided equipment, such as networked computers, portals, printer/scanner/copiers; and
  - maintaining printer/scanner/copiers and supplies and reporting faults through the ITS Service portal.
3. Contribute to the ongoing operations and activity of the Library Frontline Services team by:
  - liaising with team members to coordinate tasks, set priorities and develop processes and protocols;
  - taking responsibility for and performing assigned tasks from the shared Frontline Services Team Work Tasks list;
  - assisting in the development of procedures and dealing with issues relating to library rules and procedures; and

- taking responsibility for day-to-day supervision at the Gippsland campus when the Library Frontline Services Supervisor is absent.
4. Ensure the provision of library services and the availability of library resources by:
    - providing library orientation through conducting basic student classes and library tours recording and processing loans, returns and reservations of library material through the circulation system;
    - registering community borrowers, CAVAL, ULANZ and other reciprocal borrowers;
    - processing payments for the use of library and University services where required;
    - supporting an environment conducive to study for Library clients by assisting in the supervision of behaviour in the Library;
    - maintaining the correct shelf order and space allocations of the collection as required; and
    - processing Holds, requests from staff / students, other libraries and organisations by retrieving requests, retrieving material from the collection, and processing and forwarding requested items as needed.
  5. Ensure enquiries, transactions and notes are logged and accurately recorded in Library and other University Systems, as required for the compilation of statistics.
  6. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
  7. Undertaking the responsibilities of the position adhering to:
    - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
    - Equal Opportunity and anti-discrimination legislation and requirements;
    - the requirements for the inclusion of people with disabilities in work and study;
    - Occupational Health and Safety (OHS) legislation and requirements; and
    - Public Records Office of Victoria (PROV) legislation.

### Physical requirements

The Library Frontline Services Officer position will require physical activity that includes but is not limited to:

- frequent sitting;
- occasional standing/walking;
- occasional lifting such as shelving items from floor to head height;
- occasional lifting – waist to waist height (up to 10kg maximum);
- occasional lifting – waist to shoulder height (up to 3kg maximum);
- occasional lifting – floor to waist height (up to 10kg maximum);
- occasional bilateral carrying (up to 10kg maximum mail tubs);
- occasional pushing/pulling of trolleys (up to 20kg book trolleys); and
- occasional bending/squatting (such as refilling printers etc).

Critical job demand descriptor	Percentage of time performed
Constant	>66% of the time
Frequent	34 – 66% of the time
Occasional	5 – 33% of the time
Rare	<5% of the time

### Level of supervision and responsibility

The Library Frontline Services Officer works under general supervision of the Library Frontline Services Supervisor and is expected to work both independently and as part of the Library Frontline Services team. The position is required to provide excellent customer service through the provision of accurate and timely information and Tier 1 level advice on a broad range of University and campus services and activities to new, existing and prospective students, staff, visitors and other community stakeholders. The position is also required to identify, analyse and refer complex Tier 2 enquiries to the appropriate service work areas in the Library, Schools or Directorates.

The Library Frontline Services Officer is required to develop and maintain a sound knowledge and understanding of a broad range of information relating to the student life cycle, including library services, and University services, programs, systems, policies and procedures.

The position contributes to the development and modification of procedures and the training of other team members where appropriate as part of the Library Frontline Services team and is further expected to contribute to the continued effective operation of Library Frontline Services in the absence of senior staff at the Gippsland libraries when required.

### Position and organisational relationships

The Library Frontline Services Officer reports to and is responsible to the Library Frontline Services Supervisor. The position is required to interact and work collaboratively with all staff who provide information and advice in Schools and Directorates at all campuses and the Library Services team.

### Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

### Training and qualifications

1. Completion of:
  - a diploma level qualification with relevant work-related experience, or
  - a Certificate IV with relevant work experience; or
  - a post-trades certificate and extensive relevant experience and on the job training; or
  - a Certificate III with extensive relevant work experience; or
  - an equivalent combination of relevant experience and/or education/training.
2. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

### Experience, knowledge and attributes

3. Demonstrated proactive customer service focus and the ability to communicate effectively with students, staff and members of the community at all levels.
4. Demonstrated ability to interpret and analyse enquiries, locate the information required, provide accurate and timely advice or redirect enquiries in line with University policies and procedures.
5. Demonstrated communication and interpersonal skills with the ability to work collaboratively to achieve outcomes and positive working relationships in a team environment.
6. Demonstrated ability to exercise initiative and complete tasks in a busy service centered environment.
7. Demonstrated ability to coordinate/supervise the Library Frontline Services team at the Gippsland campus library when required.
8. Demonstrated computer literacy skills, including a working knowledge of Microsoft Office and network systems, and the proven ability to promptly acquire skills in the use of new systems and software packages.
9. Demonstrated ability to understand and interpret Library regulations, rules, policies and procedures.

10. Demonstrated working knowledge and application of the Child Safety Standards.
11. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*