



POSITION TITLE	Collections Engagement Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 4
DIRECTORATE	Community and Corporate
BUSINESS UNIT	Community Development
REPORTS TO	Engagement Coordinator
SUPERVISES	nil
EMPLOYMENT STATUS	
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

Delivers a relevant, and engaging collection for Hyphen Wodonga Library Gallery that promotes reader engagement and lifelong learning. Develops and delivers public programming activities . Curates, orders and displays items in the library collection and contributes to evaluation and reporting against budget and usage trends. maintains supplier and sector relationships. Provides high-quality information and customer service to all patrons.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Curates and develops the library collection across print and digital formats to meet community needs and usage trends, improving reader engagement.
- Plans and delivers public programs (e.g., author talks, workshops, seasonal campaigns) to grow participation and literacy outcomes.
- Develop opportunities for increased engagement with the collection
- Align acquisitions with borrowing data and surveys to optimise value for money and relevance for Wodonga residents.
- Maintains collection standards (cataloguing, end-processing, repairs) to ensure quality, accessibility and shelf readiness.
- maintain ongoing relationships with suppliers, stakeholders and Public Libraries Victoria
- Tracks and reports collection expenditure and insights, advising Coordinator/Team Leader to inform decisions and budget control.
- Facilitate access to an e-collection for library users that is aligned with customer needs and optimises available budget.
- Delivers front-of-house reception services (enquiries, loans/returns, bookings, payments, visitor info) to provide quality customer experience.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say
	Create transparency – Do not withhold information unnecessarily or inappropriately
	Right wrongs
	Practice accountability – Take responsibility for results without excuses
	Extend trust – Show a willingness to trust others, even when it involves a measure of risk
Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion
	Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the

organisation's objectives and values

Keep confidences

Do what you say you will do to the best of your ability

Be open about mistakes

Speak of those that are absent only in a positive way

Learning

Work together and learn from each other

Continuously improve and innovate

Be open to change

There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Prioritises daily/weekly tasks and escalates issues appropriately to maintain service standards.
- Selects suitable methods and tools to resolve moderately complex issues with creativity and originality.
- Seeks guidance for occasionally complex/technical problems to ensure sound outcomes.

SPECIALIST KNOWLEDGE AND SKILLS

- A demonstrated knowledge and understanding of the role of public libraries in communities and the local government sector
- Understanding and practical application of cataloguing and processing standards, rules and methods
- Uses sector knowledge (Acts, Regulations, Local Laws, policies) to ensure compliant operations.
- Builds productive relationships with suppliers and stakeholders to support collection objectives.

MANAGEMENT SKILLS

- Manages time, priorities and workflow to meet defined objectives within resources and timelines.
- Seeks direction and workload support when required to maintain service quality.

INTERPERSONAL SKILLS

- Communicates clearly and gains cooperation from colleagues, volunteers and the public to resolve moderately complex issues.
- Builds positive relationships and supports a collaborative team environment.

INFORMATION TECHNOLOGY SKILLS

Proficient in the use of computer technology and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

- Delivers professional, courteous and culturally sensitive service to a diverse community.
- Listens, clarifies needs and keeps customers informed to ensure understanding and resolution.
- Meets commitments, apologises for errors and takes corrective action to restore confidence.
- Assists patrons with access needs and basic digital connectivity to support equitable access

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Qualifications and/or relevant experience in a library, museum, education, cultural or customer service setting.
- Demonstrated proficiency in the use of information technology and software
- Excellent written and verbal communication skills with the ability to build and maintain relationships and communicate effectively with internal and external stakeholders
- Experience in the delivery of collection services and/or public programs

LICENCES AND MANDATORY REQUIREMENTS

- Current Driver's License
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required to be supplied by the employee or prospective employee prior to commencement, and renewed as required)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attributes. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:


- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Qualifications and/or relevant experience in a library, museum, education, cultural or customer service setting.
2. Experience in collections development preferably in the context of Public Libraries
3. Experience in developing and delivering public programs
4. Experience in developing and delivering reader advisory and literacy development activities in relation to the collection
5. Demonstrated high level of administration skills with an eye for detail
6. A high level of customer service skills and experience in a busy and varied customer service environment with a focus on cultural sensitivity and meeting the needs of clients from a wide variety of backgrounds.
7. Commitment and ability to work effectively in a team-based environment as well as the ability to work independently

Staff member signature

People and performance framework

<div>CUSTOMER SERVICE AND COMMUNICATION</div> <div> Understanding and valuing our customer needs to make sure we provide quality customer service.</div>		<div>BUILD AND ENHANCE RELATIONSHIPS</div> <div> Collaborating and working with our people and community.</div>		<div>PLAN, ORGANISE AND DELIVER</div> <div> Performing work to the best of our ability to deliver successful outcomes for our people and community.</div>	
<div>FUTURE FOCUS</div> <div> Identifying ways we can do better and anticipating future opportunities.</div>	<div>PEOPLE DEVELOPMENT</div> <div> Looking after the personal and professional growth of our people.</div>		<div>MANAGE HEALTH AND WELLBEING</div> <div> Recognising the importance of staff health and wellbeing.</div>		<div>SAFETY AND RISK MANAGEMENT</div> <div> Prioritising safe and ethical behaviour and decision-making in everything we do.</div>

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Collections Officer	As part of the Hyphen team develop and maintain an exciting and engaging collection for the Wodonga Community	<ul style="list-style-type: none"> Capacity to sit (static) for approximately 2 hours Capacity to stand and walk intermittently throughout the day. Capacity to alternate posture frequently from sitting to standing; Capacity to climb up/down of stairs on rare occasions Capacity to reach between head height and ground level on occasional basis Lifting and carrying of loads approximately 10 kilograms from ground to waist height on an occasional basis; Ability to squat and kneel occasionally. Occasional grip and constant dexterity Phone use Proficient in use of computers and a range of relevant IT systems and other equipment such as printers Build and maintain professional relationships with internal and external stakeholders and suppliers Effective and professional verbal and written communication Ergonomic workstation set up 	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting up to 10kgs		X		
			Carrying		X		
			Pushing			X	
			Pulling			X	
			Climbing	X			
			Bending			X	
			Twisting			X	
			Squatting			X	
			Kneeling			X	
			Reaching			X	
			Fine motor				X
			Neck postures		X		
			Accepting instructions			X	
			Providing instructions			X	
			Sustained concentration			X	
			Major decision making			X	
			Complex problem solving		X		
			Supervision of others			X	
			Interaction with others			X	
			Exposure to confrontation		X		
			Respond to change		X		
			Prioritisation			X	