

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Library Service Officer

Location: Various

Classification: Admin Services Officer 4

Reports to: Branch Manager

Position number: P52710, various

Date last reviewed: August 2025

Division: Access Canberra

Position requirements: WWVP

Business unit: Libraries ACT

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering a great customer experience. We help



community organisations, business and individuals work with the ACT Government and constantly look for new ways to better deliver services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?".

If you require extra supports to engage in the workforce due to a disability, if you are a veteran, or if you bring the life experience of a culturally and linguistically different background, we are especially welcoming of your application.

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace with brand new, state of the art accommodation enabling activity-based work in a fun and creative environment.

BUSINESS UNIT OVERVIEW

Libraries ACT is a vibrant service that constantly re-invents itself to meet emerging community needs and expectations. Our vision is Literacy and Learning for Life and our branches deliver traditional book-based services as well as many learning programs and opportunities for the community to come together. Based across 9 sites, the library is integral to Canberra's literacy, self-education and learning, social inclusion, digital inclusion, and citizenship.

POSITION PURPOSE

Library Service Officers play a critical supervisory and customer service role within public library branches. They lead by example in the delivery of high-level customer service, monitoring and overseeing the work of branch staff as required, including acting as Officer in Charge on occasion.

A champion for lifelong learning and literacy, Library Service Officers regularly liaise with members of the wider community, promoting the resources and services Libraries ACT has available. They

contribute to the delivery of library programs and actively participate in and contribute to conversations around programming, policies, and procedures.

Libraries ACT operate seven days a week and so this position requires working weekday, weekend, and evening shifts on a rostered basis at any Libraries ACT location.

DUTIES / RESPONSIBILITIES

Working under general direction, Library Service Officers:

- Supervise and co-ordinate the work of library staff in-branch, providing direction where required. This includes acting as Officer in Charge when needed, taking responsibility for managing and responding to emergency situations
- Provide excellent, proactive customer service, taking ownership of the end-to-end customer experience and resolution of customer queries and complaints.
- Actively participate in the delivery of services and programs (such as Giggle and Wiggle, Sensory Story Time, and adult programs) within their respective branch(es).
- Actively contribute to continuous improvement and lifelong learning by participating in and providing training to staff on operational processes.
- As a member of the wider Libraries ACT team, contributing to the 'One Library' culture by implementing consistent policies and procedures.
- Comply with WHS policies, procedures, and requirements, taking reasonable care to protect their own health and safety and those of others in the workplace. This includes immediate and accurate reporting of incidents, hazards and near misses through appropriate channels.
- Other tasks as requested.

This position is mobile, and position holders will routinely move between branches if required.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated experience in delivering high-quality customer service and effective resolution of queries and complaints.
2. Demonstrated ability to be flexible and manage competing priorities, including monitoring workflows and supervising a small team.
3. High-level communication skills with experience in building and maintaining relationships, contributing effectively to meetings, and sharing information appropriately.

4. Sound computer skills with experience in using the Microsoft Office suite and a willingness to learn and use the internal library systems.
5. Demonstrated understanding and commitment to the TCCS Values framework, workplace respect, equity and diversity framework, workplace health and safety best practice.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- This position requires a pre-employment medical.
- This position **does** require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Library Service Officer and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Frequently
Peaks and troughs	Frequently

Frequent paid overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally