



Position Description

Roster Support & Administration Officer (Band 4)

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| Position Title: | Roster Support & Administration Officer (RSAO) |
| Reports to: | Senior Manager People and Culture |
| Department: | Administration |
| Award Classification: | Band 4 (A to D) - <i>Eastern Regional Libraries Corporation Enterprise Agreement No.10</i> 38 hours per week |

Your Library Limited is a not-for-profit company limited by guarantee and a cooperative venture of three outer eastern metropolitan councils – Knox, Maroondah, and Yarra Ranges – serving approximately 435,000 residents on the land of the Wurundjeri people of the Kulin Nation.

Reporting to the Senior Manager People and Culture, the Roster Support & Administration Officer will be responsible for the rostering, scheduling and administration of our team to provide a smooth, reliable and consistent operations of our library spaces across our 15 library locations.

A particular focus of the position will be to ensure that the branch and speciality service rosters are appropriately filled in accordance with service demands within Roster Support Guidelines.

This role will also support the Operations Teams in coordinating the continued development of process improvements and service delivery.

Key Responsibilities

Roster Support

- In consultation with the Roster Support Team and Regional Managers, the RSAO will administer and co-ordinate an efficient, flexible and responsive rostering system across the Region
- Assist in the development of a whole library service roster focussed on exceptional customer service and operational efficiency
- Roster staff for allocated shifts in accordance with policy and procedures, considering the need for cost effectiveness
- In consultation with the Roster Support Team and Regional Managers, actively manage any foreseeable capacity gaps to ensure service delivery is maintained
- Ensure the roster replacement notification is completed in a timely manner that meets industrial requirements
- Ensure compliance with the Your Library Enterprise Agreement, award and other applicable legislation, and Your Library policies and guidelines with relation to personnel practices.

Administration Support Tasks

- Provide a full range of administrative and support services including but not limited to: ordering of items, scheduling of meetings, preparation and drafting of documents, data collation, research and completion of organisation forms as directed by the Senior Manager People and Culture.

- Participate in professional Administration / Reception customer service response
- Oversee ordering and supply of Your Library uniform to staff
- Actively contribute to a positive team environment by participation in planning and attendance at training
- Develop and maintain a thorough understanding of the functions of the automated library management system, other technologies including all necessary policies and associated tasks.

The Roster Support & Administration Officer may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed and agreed on as part of the Annual Staff Development and Performance Appraisal Program.

Judgement and decision-making

- Resolve problems, within the framework of Your Library's goals, policies, budget and resources.
- Evaluate and make recommendations for continuous improvement relating to the staffing of library services and administration duties.
- Recognises issues requiring consultation with the Roster Support Team and Regional Managers.

Specialist knowledge and skills

- Understanding of the role played by rostering in the delivery of quality library services.
- Understanding of the requirements of personnel and administrative support within the library service.
- Ability to analyse and improve rostering methodology in order to contribute to cost effective, customer responsive library services.
- Ability to use a cloud based electronic rostering system.
- Knowledge of regulations relevant to Your Library Ltd (e.g.; NES, EA, Local Government Award).
- Proficient in Microsoft Office 365.
- Excellent organisational skills with ability to prioritise and complete work within established deadlines and a proactive approach to problem solving.

Management skills

- Time management skills, ability to plan and prioritise and achieve objectives within set timeframes.
- Understanding of, and ability to apply, personnel practices.
- Ability to provide guidance and supervise staff.
- Numerical and analytical skills relevant to roster administration.
- Knowledge of and commitment to the principles and application of Equal Employment Opportunity legislation; Occupational Health and Safety and Information Privacy.
- Ability to problem solve and adapt to change.
- Ability to develop, systematically apply and evaluate procedures for the efficient and cost-effective allocation of staff resources.

Inter-personal skills

- A positive mindset when it comes to health, wellbeing and supporting our team.
- Strong time-management and organisational skills.
- High attention to detail.
- The ability to stay calm, focused and effective under pressure.
- Solutions-focused attitude and the drive to overcome challenges
- Commitment to the provision of quality customer focused services.

Qualifications and Experience

- Qualification in Business Administration or a related field with at least 3 years experience in administration and/or customer-facing services, preferably in a public library setting.
- A working knowledge of the day to day operations of a public library service or a similar multi location customer service business.
- Ability to use a cloud based electronic rostering system.
- Ability to contribute to the development of sound and cost-effective rostering policies and practices and co-ordinate the implementation of rosters across all library service points.
- Excellent customer service skills.
- Ability to apply a systematic approach to work with close attention to detail.
- Ability to contribute as a team member.
- Knowledge of and commitment to the principles and application of Equal Employment Opportunity and Occupational Health and Safety.
- Current Working with Children Check.

Key Selection Criteria

- Proven experience rostering day to day operations of a public library or a similar multi location customer service business.
- Proven administration skills and experience in an office environment
- Excellent customer service skills.
- Proven experience working collaboratively in a team environment.
- Values driven.
- Outstanding written, verbal and interpersonal communication and presentation skills.
- Excellent administrative and IT skills with the ability to multi-task and adapt in a fast-paced environment.
- Must hold a current Driver's Licence and have access to a private car.
- Must hold a current Working with Children Check.

Professional Relationships

Internal and external relationships include (but are not limited to):

| Internal | External |
|---------------------------|--|
| Executive Leadership team | Knox, Maroondah, Yarra Ranges Councils, Councillors, and staff |
| Senior Leadership Team | Local communities and groups (including businesses) of the three-member Councils — both users and nonusers of library services |
| Managers and Team Leaders | Educational institutions & regional organizations. |
| Branch staff | Professional organizations and groups. |

Physical Requirements of Position

Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads up to 5kgs.
- Being able to see and hear in the normal range, with or without correction.
- Ability to stand for extended periods.