



Position Description

Miller's Homestead Officer

(Band 5)

Position Title:	Miller's Homestead Officer
Reports to:	Regional Manager
Award Classification:	Band 5 (A to D) - Eastern Regional Libraries Corporation Enterprise Agreement No.10 38 hours per week + Salary Supplement (Team Leader) Allowance + Superannuation Guarantee

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.

Your Library operates Miller's Homestead under licence from Knox Council to provide a range of social and creative programs that that promote social inclusion and build community capacity.

The Miller's Homestead Officer is responsible for:

- Providing high-quality services that meet the artistic, cultural, educational, recreational and informational needs of a diverse community.
- Establishing and maintaining relationships with additional stakeholders, including Knox Council and other external organisations, to deliver a welcoming and well-rounded customer experience.
- Delivering customer focused services consistent with Your Library's vision, mission and values.
- Providing efficient library operations on a day-to-day basis, including managing the physical Homestead space.
- Leading the Miller's team by directing, coaching, supporting, and delegating.
- Collecting and evaluating data and feedback, with the purpose of sharing to Knox Council in an annual report on the operations of the Homestead.

The Miller's Homestead Officer will set the example by bringing commitment and skills to the workplace that exemplify teamwork, quality services, and open communication. The Miller's Homestead Officer will understand, and implement, all current personnel practices including those related to equal employment opportunity, Victorian Child Safe Standards, occupational health and safety and employee development.

Key Responsibilities

Programs

Working with the Regional Manager, the Miller's Homestead Officer will:

- Organise the delivery of services and programs, facilitated by Your Library staff and external providers, as part of the Miller's Homestead License Tenancy Agreement.
- Utilise marketing strategies to promote programs and facilities.
- Explore innovative ways to deliver programs that meet the needs of a diverse community.
- Contribute to the development of events and activities that challenge the traditional perceptions of library services and engage the community.

Leadership

Working with the Regional Manager, the Miller's Homestead Officer will provide leadership, and facilitate a positive and collaborative culture by:

- Ensuring that employees deliver on their individual responsibilities, annual reviews are completed, and leave managed in line with Your Library policies.
- Training and supervising employees, volunteers, work placement and work experience students in performing their duties.
- Effectively communicates and follows up with other team members in meeting the specific services and programs agreed as part of the Miller's Homestead License Tenancy Agreement.
- Maintaining partnerships with our Member Councils and community organisations.

The Miller's Homestead Officer will manage the effective operations of the homestead by:

- Coordinating displays, programs and activities.
- Monitoring maintenance, upkeep and development of the building, facilities, and spaces.
- Ensuring the safety and security of the building, employees and community, and complying with occupational health and safety policies and procedures.

The Miller's Homestead Officer will ensure efficient and responsive services to our communities by:

- Undertaking marketing and public relations tasks to promote programs and facilities.
- Effectively engaging community members, service providers, community agencies and other stakeholders to identify collaborative arrangements that meet community needs.
- Facilitating, coordinating and integrating a broad range of support services and key community stakeholders with a view to supporting positive community life and social inclusion.
- Establishing and maintaining links with other local services for joint projects, shared resources, and learning opportunities.
- Monitoring the use of the Homestead and making recommendations for change.
- Acting as a solution-focused customer experience specialist to resolve customer enquiries and complaints.
- Contributing to the management and maintenance of the Your Library collection.

The Miller's Homestead Officer will deliver excellent customer experiences by:

- Greeting, approaching and assisting visitors throughout the Homestead.
- Taking responsibility and showing personal initiative in providing excellent customer service.
- Ensuring consistent customer service delivery that positively reflects on the reputation of our organisation and Council.
- Dealing with complaints and incidents in accordance with Your Library policies and procedures.
- Providing aid and advice to visitors in locating and obtaining information, referring to specialist staff or alternative sources of information when necessary.
- Ensuring that the Homestead service areas are neat-and-tidy and are conducive to a welcoming environment for both staff and most importantly our Homestead visitors by:
- Organising physical elements in the Homestead to create a positive and welcoming experience,
- Checking signage, displays, handouts for relevance.

The Miller's Homestead Officers will support the Regional Manager by:

- Developing the annual Action Plan.
- Attending management meetings as requested, general employees' meetings, and undertaking professional development activities.
- Contributing directly to the achievement of organisational goals through the effective and efficient delivery of identified branch services.

Authority and Accountability

The position is accountable to the Regional Manager for:

- Operating the Homestead in accordance with established policies and procedures.
- Ensuring visitors observe the conditions of use of the Homestead.
- Providing customer service of a timely and high-quality nature.

The Miller's Homestead Officer's authority and freedom to act is subject to clear guidelines, and:

- The Regional Manager must be fully briefed on all issues of operational importance and those which may impact on customer service, cost or time schedules.
- Will carry out such duties as are within the limits of the employee's skills, competence and training.

Judgement and decision-making

The Miller's Homestead Officer is required to:

- Seek guidance and advice from the Regional Manager where required.
- Problem-solve using guidelines, professional/technical knowledge, or experience.
- Evaluate and make recommendations for continuous improvement relating to the operations of the Homestead.

Specialist knowledge and skills

The Miller's Homestead Officer requires:

- Knowledge and skills in coordinating community programs.
- Sound customer service skills and the ability to deal with a diverse range of customers.
- Familiarity with/awareness of the resources available in Your Library collections, and services provided by Your Library.
- Knowledge and ability to apply YLL policies and procedures within the limits of the Miller's Homestead License Tenancy Agreement.
- An understanding of the function of the MHO's position within its organisational context, and the goals of Your Library and the Miller's Homestead License Tenancy Agreement.

Management skills

The Miller's Homestead Officer requires the following demonstrable skills:

- Time management, setting priorities, planning and organising own work.
- Train and supervise other staff in the execution of established procedures.
- Ability to implement a range of personnel policies and techniques, including leading Annual Performance Plan and Performance Program, EEO and OH&S practices.

Inter-personal skills

The Miller's Homestead Officer will have:

- The ability to speak with confidence in a public setting and engage with an audience.
- The ability to work independently, and as part of a broader team.
- The ability to communicate effectively with customers and handle dissatisfied customers in a friendly manner.
- Persuasive skills to resolve problems, de-escalate situations or provide specialised advice.
- Ability to liaise effectively and sensitively with a diverse community.
- The ability to establish and maintain co-operative relationships with a range of staff, community stakeholders and service providers to meet project objectives.

Qualifications and Experience

- A Tertiary qualification or post graduate diploma in Arts, Community Services, Librarianship or a relevant field; or significant and relevant industry experience.

Key Selection Criteria

- A Tertiary qualification or post graduate diploma in Arts, Community Services, Librarianship or a relevant field; or significant and relevant industry experience.
- Ability to develop and implement creative programs that engage the community.
- Demonstrated understanding of customer service principles, and proven ability to work strategically to meet and exceed expectations.
- Ability to create, maintain and nurture partnerships with external stakeholders.
- Demonstrated experience in program design, implementation and evaluation, program budgeting, facilitation, and promotions.
- Demonstrated ability to set priorities, monitor workflow, follow and give directions, maintain deadlines, exercise initiative and judgement in changing environments.
- Sound written and verbal communication skills, confidence to speak in public settings, and the ability to engage effectively with people of all ages and of diverse backgrounds.
- Demonstrated supervision ability – staff, performers, other service providers, volunteers and students.
- Proven problem-solving abilities.
- Either a background or interest in arts, culture, literacy, gardening or the environment is desirable.
- A current Working with Children Check or a willingness to obtain one.
- A Current Driver's Licence.

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 Miller's Homestead Officers	Educational institutions & regional organisations.
Branch staff	Professional organisations and groups.

Risk Management

Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks. The physical requirements (amongst others) are listed below.

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.
- Being able to see and hear in the normal range, with or without correction.
- Ability to stand for extended periods.

Declaration by Employee

By signing this Declaration, I: _____

I have received a copy of the job description for my position:

Position: Miller's Homestead Officer

Revision Date:

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the Senior Manager People & Culture.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature _____

Employee's Name (please print) _____

Date _____