



Mansfield Shire

Position Description

Library Services
Support Officer

High Country, Lakes and Rivers



Library Services Support Officer

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

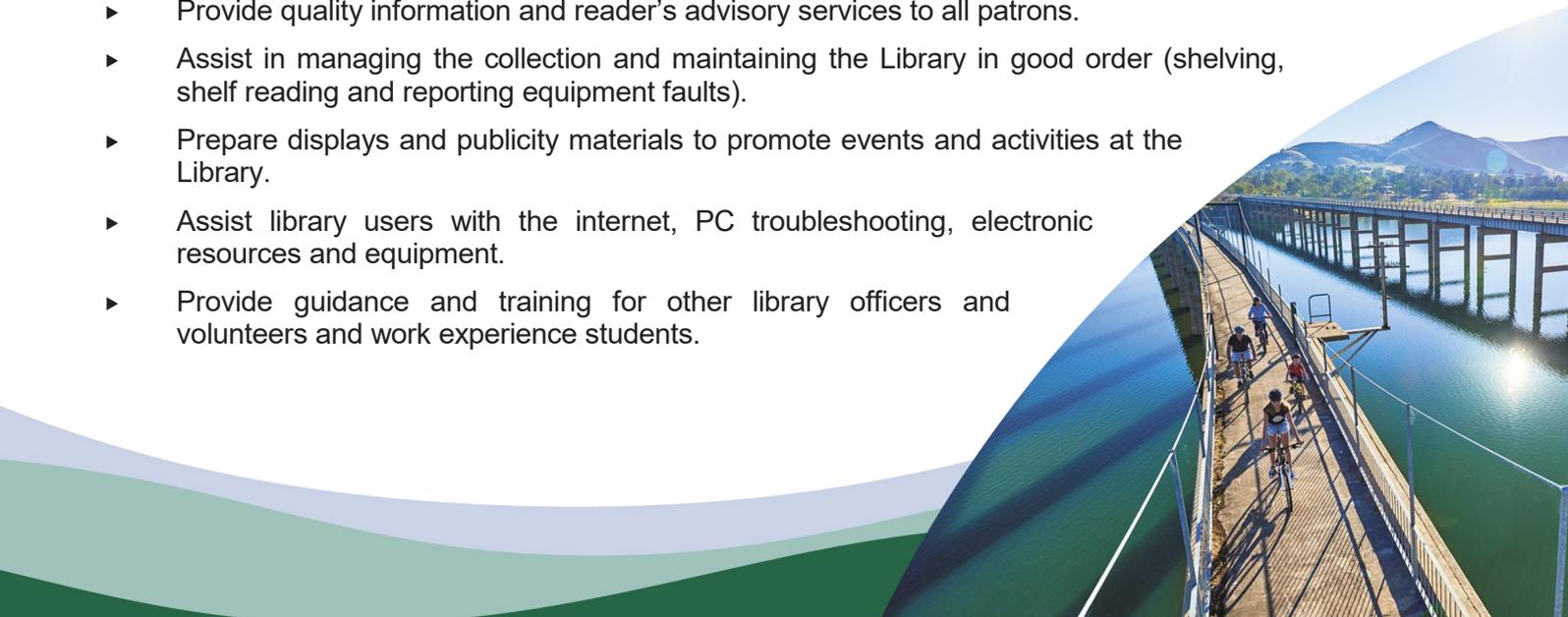
Position Number	Classification	Date
6.33a	Band 4	November 2025
Unit	Enquiries	Status (FTE)
Community Health & Wellbeing	Coordinator Library Services	0.61

Position Overview

This role, as part of the Community Health and Wellbeing team, is responsible for contributing to the provision of a friendly and welcoming, well organised and effective library and information service to meet the library needs of the Mansfield Shire community.

Key Accountabilities

- ▶ Support the Library Services Coordinator in the day-to-day operations of the Mansfield Library.
- ▶ Organise and deliver library programs under the direction of the Library Services Coordinator.
- ▶ Assist with the compilation and distribution of reports, statistical information and presentations.
- ▶ Contribute to the creation of attractive, educational and dynamic spaces in both the general and children’s areas at the Library.
- ▶ Perform circulation desk routines accurately and efficiently and provide a prompt and friendly customer service for all library users.
- ▶ Assist in the conduct of activities for all client groups within the resources available, ensuring the programs are relevant to their special needs.
- ▶ Provide quality information and reader’s advisory services to all patrons.
- ▶ Assist in managing the collection and maintaining the Library in good order (shelving, shelf reading and reporting equipment faults).
- ▶ Prepare displays and publicity materials to promote events and activities at the Library.
- ▶ Assist library users with the internet, PC troubleshooting, electronic resources and equipment.
- ▶ Provide guidance and training for other library officers and volunteers and work experience students.



- ▶ Assist the Mansfield Library Coordinator to plan and implement branch goals and objectives.
- ▶ Support the Mansfield Library Coordinator as necessary to liaise with the Regional Hub regarding relevant matters including collection management and library specific policies and procedures.
- ▶ Perform general administrative functions in relation to the position and team functionality.
- ▶ Perform other duties as directed in accordance with the responsibility and skill level of the position.

Organisational Relationship

Reports to

Coordinator Library Services

Supervises / Manages

Volunteers, work experience, student based apprentices.

Internal Liaisons

All other staff

External Liaisons

- ▶ General public
- ▶ Community groups
- ▶ Local media
- ▶ Educational institutions

Specialist Knowledge and Skills

Knowledge of:

- ▶ Council Plan
- ▶ Unit's business plan
- ▶ General reading interests and popular literature

Our Values

Communication

Co-operation

Trust and
Honesty

Respect

Skills and Competencies

- ▶ Information and library applications
- ▶ Records management
- ▶ General computer and office equipment
- ▶ Customer service

Qualifications and Experience

Experience

- ▶ Some experience in a similar position is desirable.

Qualifications

- ▶ Current Victorian drivers' licence.
- ▶ VCE or equivalent.
- ▶ Certificate III in Library and Information studies or equivalent in other relevant discipline is desirable.
- ▶ Working with Children Check.

Key Selection Criteria

- ▶ High level customer service skills together with well-developed interpersonal and communication skills.
 - ▶ Well-developed computing skills and ability to pick up new systems quickly.
 - ▶ Demonstrated initiative and innovative thinking .
 - ▶ Demonstrated time management, priority setting and organisational skills with the ability to establish partnerships and networks and plan, organise and deliver activities to clients and community groups.
 - ▶ Ability to work independently and as part of a team to meet organizational strategic outcomes.
 - ▶ Relevant experience in a public library environment together with knowledge of collection management processes.
 - ▶ Knowledge of children's literature, language and literacy development together with experience in delivering early childhood literacy programs.
 - ▶ Evidence of appropriate qualifications for the position.
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Position Descriptors – Band 4

Organisational Accountabilities

- ▶ Ensure that Mansfield Shire Council's Code of Conduct and all policies and procedures are adhered to including Occupational Health and Safety (OH&S) and Human Resource management procedures and practices
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ Understand the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service and accurate information on Council products and services and communicate with customers in a friendly and courteous manner
- ▶ Effectively manage customer enquiries and complaints and deliver punctual and reliable service.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Be committed to the implementation of the Council Plan and annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff, across all departments.
- ▶ Contribute to the improvement of the department by innovation and personal initiatives and contribute to team meetings.
- ▶ A commitment to the principles that support the safety and wellbeing of all children.

Interpersonal Skills

- ▶ This position requires the ability to gain cooperation and assistance from both other employees and customers.
- ▶ Oral and written communication skills to enable the preparation of routine correspondence and reports if required.

Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community Health & Wellbeing
- ▶ People, Communication & Governance
- ▶ Capital Works & Operations
- ▶ Investment & Planning Services.
- ▶ Business & Finance

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilise the skills and experience of staff in the most effective manner.

Extent of Authority

- ▶ The role will be required to provide information to customers and information and support to more senior employees. There may be a requirement from time to time to also supervise resources including other employees.
- ▶ Freedom to act is limited by standards and procedures and work will generally fall within specific guidelines with scope to exercise discretion in the application of established standards and procedures.
- ▶ Sufficient freedom will be given to be able to plan workload in advance.
- ▶ Decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

Judgement and Decision Making

- ▶ This position has the objectives of the work well defined, however particular methods, processes or equipment to be used will be selected from a range of available alternatives. This often requires the quantification of the amount of resources needed to meet objectives.
- ▶ The particular tasks to be performed by this role will involve selection from a range of techniques, systems, equipment, methods or processes.

Management Skills

- ▶ Skills in managing time, setting priorities and planning and organising one's own work.
- ▶ Basic knowledge of, and ability to implement personnel practices and the ability to provide employees under this role's supervision with on-the-job training and guidance.

Diversity and Inclusion

- ▶ Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- ▶ We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

How to apply

- 1 Cover letter**

Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.
- 2 Key selection criteria**

Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.
- 3 Resumé**

Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.
- 4 Submit your application by the closing date**

Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at mshire.co/applicant-information, for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Justine Shelton, Coordinator Library Services on (03) 5775 8620

More detailed information on how to apply is available at

mshire.co/applicant-information

including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by CEO:



Employee's
Signature

Date:

28/11/2025

Employee's
Name

Date: / /



Mansfield Shire