

LIBRARIAN

BRANCH/UNIT	Student Experience Group/ Customer & Student Success -Support		
TEAM	Library Services/Library Network		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	Librarian Grade 2		
POSITION NO.			
ANZSCO CODE	224611	PCAT CODE	1225492
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Librarian is responsible for delivering innovative frontline, customer-focused library and information services.

The role contributes professional expertise to the development, delivery, promotion and evaluation of library and information services in an educational training environment within a network.

3. KEY ACCOUNTABILITIES

1. Contribute to and/or coordinate the day-to-day operations of Library services, prepare reports on issues leading to improved outcomes for customers and provide high quality face to face and online services to support customer success.
2. Promote library and information services, facilities and resources to a range of diverse customers to support their learning in an online and physical environment.
3. Identify opportunities for local programs and assist in the design, delivery and evaluation of information literacy to ensure effective use of information resources including emerging e-resources.
4. Provide support and supervision to other team members where required including induction, training and monitoring of performance and capability development to facilitate a skilled, motivated, quality library team.
5. Collaborate with library team members and stakeholders to establish priorities for library and information services and provision of educational resources to meet business needs.
6. Implement new technologies to support quality Library services to a range of customers in an education environment.
7. Participate in projects undertaking basic project related tasks to improve library capability to support educational delivery. Undertake project related tasks to improving Library capability to support educational delivery.
8. Contribute to state-wide library programs, policies, procedures and Communities of Practice to ensure the provision of a quality library service.
9. Demonstrate a genuine commitment to safety excellence and safety leadership. This includes setting health and safety expectations, results and behaviours with direct reports, providing a safe workplace and ways of working, and promoting and complying with safety systems and procedures.
10. Place the customer at the centre of all decision making.
11. Manage and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
12. Collaborate with staff to ensure the development and regular review of meaningful individual performance development and review plans that are clearly aligned to strategic objectives and focused to develop the individual.

4. KEY CHALLENGES

- Maintaining current knowledge of advances in technology and ensuring service provision is optimised.
- Maintaining currency in regard to educational delivery platforms and an awareness of changing delivery methods and techniques within TAFE NSW.
- Developing relationships with educational delivery staff and stakeholders.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Library Network Lead or Senior Librarian	<ul style="list-style-type: none"> Receive leadership, advice and support.
Direct Reports	<ul style="list-style-type: none"> Provide supervision and support. Collaborate on developing consistent services, products and library staff management activities.
Library Service team members	<ul style="list-style-type: none"> Inform, share and collaborate on delivering consistent and responsive library services.
TAFE NSW staff	<ul style="list-style-type: none"> Promote services, facilities and resources available. Instruct, inform and advise on effective utilisation of resources and facilities.
External	
Vendors/Suppliers	<ul style="list-style-type: none"> Seek feedback on products and services if required.

6. POSITION DIMENSIONS

Reporting Line: Library Network Lead or Senior Librarian.

Direct Reports: Various depending on region.

Indirect Reports: Nil.

Financial delegation: TBA.

Budget/Expenditure: TBA.

Decision Making:

- Makes decisions, using good judgment, expertise and knowledge, under limited guidance from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Eligibility for Associate membership of Australian Library and Information Association (ALIA) and an ALIA accredited library and information science qualification.
2. Demonstrated ability to provide high quality customer-focused library and information services in a team environment.
3. Demonstrated currency in existing and emerging technology particularly those relating to libraries and vocational education and training environment.
4. Willingness and ability to travel as per business requirements.
5. Ability to address and meet focus capabilities as stated in the Position Description.


8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan And Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Librarian are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations. Show commitment to achieving work goals. Show awareness of own strengths and areas for growth, and develop and apply new skills. Seek feedback from colleagues and stakeholders. Stay motivated when tasks become difficult.
Relationships		
Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences. Clearly explain complex concepts and arguments to individuals and groups. Create opportunities for others to be heard, listen attentively and encourage them to express their views. Share information across teams and units to enable informed decision making. Write fluently in plain English and in a range of styles and formats. Use contemporary communication channels to share information, engage and interact with diverse audiences.
Relationships		
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Focus on providing a positive customer experience. Support a customer-focused culture in the organisation. Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers. Identify and respond quickly to customer needs. Consider customer service requirements and develop solutions to meet needs. Resolve complex customer issues and needs. Cooperate across work areas to improve outcomes for customers.
Relationships		
Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and cooperative team environment. Share information and learning across teams. Acknowledge outcomes that were achieved by effective collaboration. Engage other teams and units to share information and jointly solve issues and problems. Support others in challenging situations. Use collaboration tools, including digital technologies, to work with others.
Results		
Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience. Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience. Seek contributions and ideas from people with diverse backgrounds and experience. Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness. Identify and share business process improvements to enhance effectiveness.
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions. Understand delegations and act within authority levels. Identify and follow safe work practices, and be vigilant about own and others' application of these practices. Be aware of risks and act on or escalate risks, as appropriate. Use financial and other resources responsibly.
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks. Use available technology to improve individual performance and effectiveness. Make effective use of records, information and knowledge management functions and systems. Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies.
People Management Optimise Business Outcomes	Foundational	<ul style="list-style-type: none"> Keep team members informed of the reasons for decisions so that this can inform their work. Ensure that team members make effective use of resources to maximise business outcomes. Ensure that team members understand and inform customers about processes, practices and decisions. Ensure that team members understand business principles to achieve work tasks effectively. Ensure team goals and standards are met.