

# LIBRARY ADMINISTRATION OFFICER

## POSITION DETAILS

Date of Position Description	July 2025
Position Title	Library Administration Officer
Position Grade	7
Directorate   Business Unit	Community & Culture   Libraries
Reports to	Business Support Manager
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	PHIVE, 5 Parramatta Square (Council retains the right to alter locations should the operational need arise)

## POSITION OVERVIEW

The Library Administration Officer is responsible for providing administrative support to Library Leadership Team to ensure an efficient and effective day to day operation of the library network to achieve Council's strategic objectives and vision for the City of Parramatta as Sydney's Central City.

The Library Administration Officer provides the full range of business, process, and administrative support services across the library. This position has an important communication role in sharing information and providing logistical support across the library network in a professional, timely and customer focused way. The Library Administration Officer also supports the delivery of promotional and marketing strategies for library programs and services.

## KEY RESPONSIBILITIES

### Role Specific

- Ensure efficient administrative and management support services across the library and perform office duties, including registering documents in Council's electronic records management system, management of the daily Library courier functions and ensuring that office supplies are maintained across the libraries
- Manage a high quality physical and electronic office environment to effectively support the library services, including Library newsletters and assist the Library Business Support Manager as required with the timecard approvals for casual staff and recruitment support.
- Coordinate day to day financial transactions and accounting requirements for the library including processing purchase orders, invoices, and other financial activities within guidelines to ensure the efficient operations.
- Act as relief Workforce Administrator in the production and maintenance of staff rosters for Parramatta and branch libraries and maintain records of staff leave and absences as per Library procedures.
- Ensure training needs are supported through provision of training support and administration across all libraries
- Undertake collection and maintenance of operational statistics.
- Oversee the distribution of Library keys and security tags and the maintenance of registers.

- Provide guidance and support to all libraries for building, equipment maintenance and building security issues.
- Assist with confidential workforce administration matters.
- Coordinate meetings including preparing agendas, organising venues, and catering and distributing minutes to maintain the smooth running of meetings, and assisting with events and functions as required by ordering refreshments, setting-up and packing up, and helping during events as required.
- Receive, assess, and initiate action on customer inquiries and provide quality customer service to both internal and external customers by acting ethically, honestly and with fairness, including liaising with internal and external customers / suppliers to coordinate requests and maintain effective business relationships.
- Participate in Council's performance review process and in staff development and training opportunities
- Ensure EEO, WHS and the principles for a culturally diverse society and Council policies are complied with at all times.
- Provide a courteous and efficient telephone service and maintain currency with Council communications systems
- Actively participate as a team member and work collaboratively with the & Business Support Team and all Library teams to achieve desired outcomes.
- Actively participate in regular team and Library staff meetings.
- Contribute to the Library's plans and strategic priorities.

#### Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time.

#### KNOWLEDGE

##### Qualifications

- Certificate in Business Administration or Customer Service plus suitable relevant experience

##### Experience

- 3+ years relevant administrative experience in an office or library environment, with a proven track record of achieving objectives.
- Demonstrated ability to provide high level support to a broad team, as well as lead and manage small projects.
- Demonstrated experience in business, customer and relationship management including handling sensitive matters with discretion.

##### Skills



## CITY OF PARRAMATTA

- Demonstrated ability to deliver high quality customer service in a busy service environment.
- Demonstrated high level experience and skills in the use of Microsoft Office Suite, including Word, Excel, Outlook, and PowerPoint.
- Demonstrated commitment to continuous improvement with the ability to provide ongoing and regular feedback on improvements to business support practices, systems, processes, and documentation.
- Demonstrated ability to operate effectively and positively in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Demonstrated high level interpersonal, verbal, and written communication skills exercising sound judgement, discretion, and confidentiality.
- Sound organisational skills with the ability to plan, organise and determine priorities from a variety of incoming sources, with the ability to achieve deadlines.
- Excellent knowledge of, and commitment to, workplace health safety and equal employment opportunity principles.
- Demonstrated competency in the use of current office management software and business systems.
- Demonstrated experience in organising internal staff events.
- Demonstrated competency in the use of current office management software and business systems.

### **Desirable**

- Experience with automated library systems.
- Public Library Experience
- Experience in raising purchase orders and receipting invoice