



Etheridge Shire Council



The Ted Elliott Mineral Collection

POSITION DESCRIPTION

ROLE TITLE: Visitor Information Centre/Library Team Leader	
DEPARTMENT:	Corporate & Community
REPORTS TO:	Director of Corporate Services
LOCATION:	V.I.C (TerrEstrial) Centre – Low Street Georgetown
DATE PREPARED:	2024
PREPARED BY:	Human Resources

This Statement represents an accurate description of the role of the Terrestrial/Library Team Leader.

Signed Position Incumbent:

Dated:

- PRIMARY ROLE PURPOSE:**

To act on behalf of the Etheridge Shire Council as the Terrestrial/Library Team Leader. To oversee the day to day operations of the V.I.C (TerrEstrial) Centres Ted Elliott Mineral Collection and Library. Position also involves providing accurate tourism information to passing tourists and responding promptly to requests for tourism information, the production and distribution of the Etheridge Shires promotional brochures, and operations of the Georgetown Library.

ENVIRONMENT

Etheridge Shire Council, *'The Golden Heart of the Gulf'* is a medium sized rural Council which borders Tablelands Regional Council, Charters Towers Regional Council, Flinders Shire Council, Richmond Shire Council, Croydon Shire Council and Carpentaria Shire Council.

The Shire covers an area of 39,039km² the Etheridge Shire is bursting with development opportunities with a current population of approximately 1,200. It is expected to rapidly expand to over 2,500 if the development that is earmarked for the region is approved.

Our new vision for the Shire is one for a ***"balanced community with robust economic and environmental assets which supports our youth and the wellbeing of our citizens"***.

Mining, Tourism, Beef Cattle and Agriculture are the predominant industries which is the driving factor behind our economy, but as industry grows and our population steadily growing so will the need for additional services to keep pace with this growth.

The shire has residential, rural/residential and industrial land available. The shire has good community infrastructure in place and we are committed to providing additional infrastructure for future generations to enjoy. The shire is a great place to live, work and play and to bring up children and we are blessed with a caring and committed community.

The CEO will be joined by two (2) Directors creating the leadership team that will drive change across the organisation, community and region in coming years. Opportunities for strategic thinkers and 'change agents' exist across the functional areas of Corporate & Finance, Community Services, Environmental Services, and Technical & Civil Services.

The key challenges for the V.I.C (TerrEstrial)/Library Team Leader include:

- **Enterprise - Continuous Improvement & Initiative:** A proactive approach applied to the identification, analysis and exploration of opportunities that have the potential to improve the outcomes and performance of the Etheridge Shire Council TerrEstrial Centre.
- **Team Work:** The ability to effectively communicate the directives of Council.
- **Communication & Interpersonal Skills:** The ability to effectively transfer ideas, concepts and information. The ability to create, maintain and enhance relationships with clients and staff in order to achieve work goals.
- **Leadership:** The ability to create a shared understanding of requirements in the work environment and through influence, enable team members to fully contribute to team and corporate goals.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

Terrestrial/Library Team Leader

The incumbent will be responsible for, but not limited to the following duties:

- Issuing and receipting book to/from members
- Quarterly library exchanges

- Public library book requests
- Monthly Statistical Reports (V.I.C)
- Develop and update Etheridge Shire Brochures
- Maintaining library books & Shelving books correctly
- Entry into the Ted Elliot Mineral Collection
- Overseeing the Public Internet Access Computers
- Bookings of the Internet Access Room
- Stocking and re-stocking of all supplies
- Maintenance of security systems
- Receive and process reservations for local attractions
- Roster all staff working at the V.I.C (TerrEstrial) Centre
- Develop WPHS procedures in conjunction with the WHSA
- Follow WPHS procedures
- Maintain Accounting procedures
- Follow Accounting procedures
- Cleaning and general upkeep of the V.I.C (TerrEstrial) Centre
- Respond to requests regarding research of family trees
- Supervise and train any trainees placed at the V.I.C (TerrEstrial) Centre
- Comply with local governments adopted code of conduct at all times
- Undertake update and review of the Centre's Business Plan
- Ensure compliance standards are adhered to for Visitor Information Centre's
- Provide monthly updates to Councillors via Councils Matters of Interest Reports
- Contribute to the Inform Newsletter
- Prepare Meeting Reports to Council if and when required
- Provide input into the budget for the V.I.C (TerrEstrial) Centre
- Review and revise fees and charges for the V.I.C (TerrEstrial) Centre
- Other duties as delegated
- Attend famils when required
- Premote the V.I.C
- Undertake promotions for the Library
- Liaise with other V.I.C to build a networking base
- Look at innovation to improve the marketing of the shire
- **Working with staff:**
- Work co-operatively with staff and provide clear communication with team members.
- Maintain a positive and flexible approach to change
- Be punctual and attend staff meetings as directed by the Director

Other responsibilities and duties:

- Maintain confidentiality at all times regarding matters within the service
- Work in accordance to the Council's Policy and Procedure at all time.
- Attend training and professional development and contribute to social and community activities.

KEY PERFORMANCE INDICATORS

- Completion of all duties (as noted above) in a timely and efficient manner
- Appropriate notification to supervisor in respect to work absences and leave requirements
- Compliance with all policies and procedures
- Compliance with all workplace health and safety standards
- Punctuality and courtesy at all times
- Compliance of the adopted Code of Conduct

KEY BEHAVIOURS**Integrity:**

- Follows through with agreed actions.

Excellent work ethic:

- Follows instructions carefully.
- Anticipates potential problems and addresses them with Supervisor.

Team player

- Attends and participates in team meetings.
- Actively contributes to meeting discussions.

Results orientated

- Sees tasks through to completion.
- Completes tasks within specified time frames.

Commitment to Best Practice

- Follows procedures.
 - Maintains accurate records.
 - Maintains an understanding of Council policies and procedures.

GENERAL INFORMATION AND CONDITIONS

Applicants are required to provide a written overview of their experience in relation to demonstrating their ability to meet the above Key Responsibilities & Accountabilities and provide a Resume with at least two referees.

(the above Key Responsibilities & Accountabilities is not required to be addressed individually within the application to Council)

- Appointment to the position of Terrestrial/Library Team Leader will be *engaged under the relevant Award* with an attractive remuneration package to the successful applicant.

QUALIFICATIONS

To perform this job successfully, an individual must have or be able to demonstrate a background in Tourism and Customer Service.

- A passion for working with the public;
- A team player who effectively communicates with customers and staff alike;
- Completion of Secondary School minimum Year 10 (mandatory)
- Certificate III in Tourism (desirable)
- Certificate III in Business Administration (desirable)
- Certificate III in Library/Information Services (desirable)

MEDICAL CONDITION

It is a requirement of the Etheridge Shire Council that a medical examination with an approved General Practitioner be carried out prior to commencing employment. Successful employment will be dependent upon receiving confirmation from the General Practitioner that you are physically able to carry out the work required for this position.

CODE OF CONDUCT

You will be required to inform yourself of the contents of the Shire's "Code of Conduct" and will be required to adhere to the Code.

WORKPLACE HEALTH & SAFETY

You will be required to familiarize yourself with the Shire's Safety Policy and "Safe Plan" procedures. This includes compliance with all of the requirements of Project Safety Plans. This also includes the legal obligations of an employee as defined by the Workplace Health and Safety Act 2011.

DRUG & ALCOHOL POLICY

As an employee you will be required to participate in Council's Random Drug and Alcohol testing programme and comply with Council's Drug and Alcohol policy.

PROBATION PERIOD

A probation period of six (6) months applies to this position. This may be extended for a further period of no more than six (6) months should performance not be satisfactory at the expiry of the initial term.

ACCOMMODATION

Council provided accommodation may be available for this position.

CERTIFICATES, LICENSES, REGISTRATIONS

It is a condition of employment that a Current 'C' class driver's license be maintained at all times. Failure to hold such license may result in termination of employment.

- Council is committed to Equal Employment Opportunity, Diversity and Merit principles.
- Existing Council policy will be applied to assist appointees to relocate.

Applications for this position should be forwarded to:

The Chief Executive Officer
Etheridge Shire Council
PO Box 12
Georgetown, Qld 4871