

Role Description

TAFE Queensland

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Position Title	Business Support Administrator/Library Assistant (Library Client Services) Located at NAMBOUR CAMPUS	Job Ad Reference	TQN 105-17
Region	TAFE Queensland	Closing Date	6 August 2017
Portfolio	TAFE Queensland Library Network	JEMS No.	3433 (11/2013)
Location	Nambour Campus	TRIM No.	13/427904
Classification Salary	AO2, TAFE Queensland Award – State 2016 \$27,177 - \$32,764 per annum Plus superannuation contributions of up to 12.75% of your annual salary		
Employment Status	Temporary part-time (0.6) contract until 2 February 2018		

About TAFE Queensland

TAFE Queensland is the largest and most experienced provider of further education and training in Queensland offering practical, industry-relevant training to over 165,000 students annually, across more than 500 program areas.

On 1 July 2013, TAFE Queensland was established as an independent statutory body under the *TAFE Queensland Act 2013*.

The TAFE Queensland network comprises a Head Office in Brisbane and six regions delivering training from Thursday Island to the Gold Coast, from Bundaberg to Roma and across the South-east corner of Queensland. The TAFE Queensland regions are:

- TAFE Queensland North
- TAFE Queensland SkillsTech
- TAFE Queensland Gold Coast
- TAFE Queensland East Coast
- TAFE Queensland South West
- TAFE Queensland Brisbane

TAFE Queensland is an organisation that puts our customers – students, employers, communities – at the centre of everything we do.

As an employee of TAFE Queensland, you will be part of the state's leading provider of further education and training committed to quality teaching, a safe working environment and delivering real outcomes for our students.

For more information about TAFE Queensland visit www.tafeqld.edu.au

Your Opportunity

Business Support Administrators are employed in various areas throughout the Region and provide timely, efficient and cost-effective administrative services to all clients.

This position reports to the Client Service Librarian.

Key Responsibilities

- Undertake front line customer service at the Nambour branch including assisting clients with library resource needs and general queries.
- Respond proactively to verbal and written enquiries, ensuring that correspondence and enquiries are addressed accurately and in a timely manner.
- Provide efficient business –focused customer services to external and internal clients.
- Provide accurate and efficient administrative services utilising various software packages including word processing, spread sheeting and data input whilst ensuring that day to day activities align with business operations.
- Perform general administrative duties including, but not limited to, records maintenance, data entry and completion of forms and correspondence.
- Undertake research and development on matters relating to business functions.
- Operate office equipment including telephone and multi-functional devices (MFD) with a focus on sustainable work practices.
- Manage own work flow efficiently, negotiating priorities for deadlines where appropriate.
- Contribute to improvement in business processes and practices.
- Be accountable for achieving the key responsibilities of this position and ensure work complies with all relevant policies, procedures and legislative requirements.
- Ensure day to day activities align with business operations.

Success Factors for the Role

1. Displays the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment.
2. Commit energy and drive to see that goals are achieved through operating software packages including accurately completing word processing and data input.
3. Understand the work environment and participate in team goal setting, with the ability to follow written and oral instructions and work within guidelines and procedures.
4. Communicate clearly and concisely, with the ability to prepare accurate basic written correspondence, notes and records.
5. Be open to constructive feedback and partner with your supervisor to identify self-development opportunities.

Qualifications / Requirements

Highly desirable requirements:

A Certificate III or IV in Library and Information Services would be advantageous

How to Apply

*To apply for this role, all applications must be submitted via www.seek.com.au by **5pm Sunday, 6 August 2017** including the following:*

- A current resume with contact details for 2 referees (one of whom should be your current or a recent supervisor).
- A **maximum two page written response that is aligned to the *Success Factors for the Role*** section of the role description.

When applying quote Job Ad Reference Number for this position as: **TQN 105-17**.

For further information, please contact:

Sue Prenzler
Client Services Librarian
(07) 3244 5079

Additional Information

- The duration of this position will be dependent on work demands and the availability of ongoing funding.
- You may be required to travel and work across other TAFE Queensland campus libraries.
- Travel and overnight absences from base may be required of this position.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation.