

Technology Programs Coordinator

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| Team | Library and Community Services |
| Division / Section | City Services and Assets |
| Location | The Learning Space, Rhodes |
| Classification/Grade/Band | Grade 11 |
| Position Code | CB17864 |
| Date position description approved | 4 October 2022 |

Council overview

The City of Canada Bay is an active and vibrant city that captures the energy, diversity, pride and potential of its community.

Primary purpose of the position

- To develop and implement community interaction with transformative technologies as part of the library services' lifelong learning programs.
- Advise and report to the Operations Manager Library Outreach & Engagement on the practical implementation of technology based programs.
- To ensure the availability and maintenance of equipment, software and resources related to technology programs across the library service.
- To provide high quality customer service to ensure community members' library needs are effectively and efficiently addressed.

Key accountabilities

Technical/Operational

- Keep up to date with the latest technological developments and emerging trends that may be included in the delivery of lifelong learning programs to a range of demographic groups.
- Support The Learning Space Programs Team to develop and deliver learning programs and/or engage contractors to deliver programs on emerging technologies and other areas of community interest ensuring staffing for programs is coordinated.
- Analyse community feedback, statistical data and changing demographics to ensure collections and programs are tailored to meet the target audience.
- Implement effective publicity and marketing strategies, including a program of events, activities and displays relevant to the Rhodes community in collaboration with The Learning Space Librarian, Library Programs Team and the Rhodes Place Manager.
- Develop and implement induction and ongoing training programs for library staff in relation to emerging technologies.
- Ensure all policies and procedures relating to staff and public safety during programs and activities are up to date and properly implemented
- Carry out circulation and information services according to the library's policies and procedures to ensure quality customer service.

- Participate in the service point roster system, including evening and weekend work at designated service points to ensure quality customer service to members and visitors.

Financial

- Manage the budget of the unit efficiently and effectively.
- Prepare budget recommendations based on demographics and the library's data to support reviewing collection allocations.
- Provide input into the annual operating plan and budget for the team in consultation with key staff and Managers.
- Undertake cash handling duties including assisting community members pay fines and fees and balancing and preparing takings for banking.

Management & Leadership

- Monitor and manage the unit's performance to ensure performance indicators and objectives are being met.
- Manage and lead staff in the delivery of technology programs for the community
- Supervise The Learning Space Programs Team.
- Identify staff development needs in relation to delivering emerging technology library programs and implement training programs.
- Perform the role of Senior Duty Officer as required including supervising and monitoring rostered staff for the effective provision of circulation and information services.
- Supervise volunteers and work experience placements as required.

Communication, Consultation & Engagement

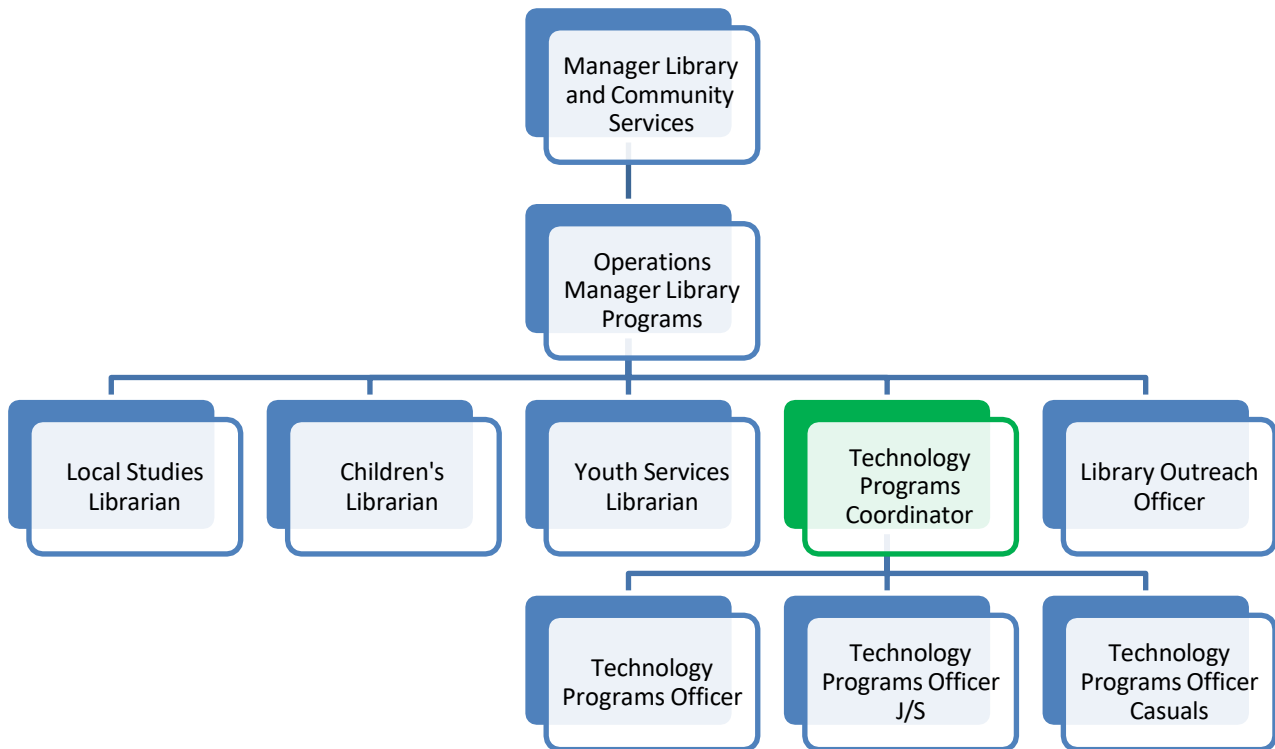
- Develop partnerships with other organisations to deliver relevant technology programs.
- Establish and maintain partnerships within Council as well as the broader community to deliver outcomes.
- Implement an effective promotional program for the technology programs.
- Provide Team information and updates for Council's website.
- Contribute content for social media tools as a means of communicating with and promoting the library to the community.
- Participate in the review of library policies to ensure the requirements for delivering technology programs are incorporated.
- Research, prepare and write reports, grant submissions, and contribute to library policy and procedures as required.
- Represent the library at meetings and forums in the public library network as required and participate in professional seminars and meetings as appropriate.
- Provision of efficient, high quality customer service.

General

- To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- Collaborate and communicate with departmental staff and others within the organisation to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- Proactively support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to identify process, policy and operational improvements.
- Maintain a commitment to workplace safety, risk mitigation and EEO, acting to rectify where necessary.
- Carry out additional tasks within your skills set and related to library services as assigned by your Manager.

Position/Department Structure

This position reports to Operations Manager Library Programs



Essential Knowledge, Skills and Experience (Essential Criteria)

- Successful completion of a tertiary degree in library and information studies, digital media, art and design, community development, education or another relevant field and/or extensive relevant experience in these fields.
- Ability to research and analyse the benefits and possible application of technological developments to anticipate community learning needs.
- Demonstrated ability to coordinate the planning and delivery of learning workshops and public programs for diverse audiences in creative technology and digital media
- Demonstrated ability to implement and maintain software applications for MacOS and smart devices.
- Proven ability to devise and implement a social media promotion strategy to drive engagement with programs
- Ability to lead and motivate staff through change, particularly involving the use of technology
- Ability to manage competing priorities and tasks
- Comprehensive knowledge and experience in at least one of the following: 3d printing and modelling; wearables and/or electronics; arduino/raspberry pi; coding in Python; digital content production for screen VR, and AR; and digital music production
- High level written and verbal (English) communications skills, including negotiation, conflict resolution and presentation skills
- Demonstrated ability to create program plans based on analysis of demographic data, best practice research, feedback, evaluation and community engagement.
- Experience coordinating a diverse program team
- Working with children check clearance.

Desirable Knowledge, Skills and Experience (Desirable Criteria)

- Current 'Class C' Driver's Licence
- Experience in a customer service environment
- Demonstrated successful grant and award application writing experience

Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: _____ Date: _____
Appointed employee

Signed: _____ Date: _____
Director

Signed: _____ Date: _____
General Manager

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

1.2. Coordinator

In addition to the responsibilities of a worker, a Coordinator's responsibilities also include, but are not limited to:

- 1.2.1. Providing advice to the Manager on WHS issues.
- 1.2.2. Organise prompt provision of first aid or medical attention for injured workers when required.
- 1.2.3. Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- 1.2.4. Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- 1.2.5. Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- 1.2.6. Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- 1.2.7. Providing alternative duties/employment for injured workers as an integral part of the return to work process.

- 1.2.8. Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- 1.2.9. Including safety training and equipment in budgets.
- 1.2.10. Ensuring the staff under your area of responsibility hold and maintain all tickets, licences, operative training etc required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- 1.2.11. Ensuring all workers have attended relevant induction and essential safety courses.
- 1.2.12. Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- 1.2.13. Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- 1.2.14. Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- 1.2.15. Maintaining awareness of legislation which regulates activities you are responsible for.
- 1.2.16. Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- 1.2.17. Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- 1.2.18. Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- 1.2.19. Ensuring workers are supervised by a competent person.
- 1.2.20. Ensuring amenities are maintained in a safe and healthy condition at all times.

2. Equal Employment Opportunity Responsibilities

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations for Technical Services & Operations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

8.2. Fun

We choose to create a great place to work.

8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

8.4. Teamwork

We treat each other the way we would like to be treated.

8.5. Respect

We work together collaboratively, and in support of each other.

9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: _____
Appointed employee

Date: _____

Initialled: _____
Director

Date: _____