

Position Description

Position Title:	Library Partnerships Facilitator
Directorate:	City Wide Services
Service Unit:	Libraries & Learning
Salary Point:	9
Position Reports To:	Outreach Services Specialist
Staff Management:	No
Budget Responsibility:	No
Date PD Reviewed:	June 2019

Organisation Context of Position

Newcastle City Council employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, Newcastle City Council has a variety of locations across the City and encompasses 5 Directorates:

- Governance
- Strategy and Engagement
- People and Culture
- Infrastructure and Property
- City Wide Services

The purpose of the City Wide Services Directorate is to:

- Ensure Council's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across Council.
- Facilitate a high level of community connection across and on behalf of Council.
- Ensure services are set at a level that is clearly articulated to the elected Council and which are financially sustainable.
- Set a benchmark for the organisation of exemplary customer service.

The Service Units and Elements that form the City Wide Services Directorate are:

- Art Gallery (Service Element)
- Museum (Service Element)
- Civic Services
- Libraries & Learning
- Customer Service
- Waste Services
- Facilities & Recreation

Workplace Health & Safety

WHS RAA Level	Level
For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.	

Position Responsibilities

The Library Partnerships Facilitator is part of the Library Community Programs and Partnership team. The role is focussed on delivering and fostering diverse library partnerships with external organisations to deliver on outreach and maker space activation priorities and supports whole of service community partnership documentation administration and effective delivery of community lead library programs within council guidelines.

- Fulfil the objectives of the Newcastle City Council 2030 and the Library Service in accordance with approved plans, policies, procedures and guidelines
- Actively contribute to the Community Programs and Partnership team in the development, delivery, and evaluation of a range of collaborative initiatives to deliver on the Outreach Plan and Library Strategy objectives
- Actively contribute to strengthening the libraries vendor and stakeholder relationships with positive role modelling and cogent stakeholder management
- Actively contribute to the forward planning processes of the library service particularly in relation to community partnerships and maker space collaborative programming
- Assist in supervision and developing a team focussed on exceptional customer service to all members of the community - face to face, by telephone and online and the consistent delivery of library services
- Provide partnership and stakeholder administration support to the specialist library Coordinators in developing a collaborative team approach with an emphasis on accurate record keeping, service level consistency, service improvement and innovation
- Contribute positively to an effective team environment to promote and deliver quality programs and services to clients and the community
- Promote and enhance the professional image of the City of Newcastle by providing a high standard of customer service through courteous and professional interaction
- Assist with the routine delivery of services including daily oversight of facility, technology and resource management ensuring a high standard of library presentation
- Collaborate across teams in evaluating programs to ensure they are well attended, of high quality and relevant
- Support the development of strong networks and partnerships within in community
- Ensure the accurate and safe handling of cash in accordance with all council policies within the allocated timeframes
- Supervise and direct the regular service delivery teams comprising of permanent, part-time, casual, volunteers, work experience and externally contracted staff
- Undertake a range of duties incorporating rostered evenings and weekend work over a six day roster at any Library service point
- Ensure Council's Occupational Health & Safety System is implemented within work programs and procedures
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

1. Tertiary qualifications in Library and Information Sciences, Community or Cultural development, or equivalent experience.
2. Extensive experience in stakeholder management and partnership delivery with skills in undertaking research, planning, implementation and evaluation of collaborative projects.
3. Demonstrated high level verbal and written communication skills with experience in the preparation and presentation to a diverse range of audiences and stakeholders.
4. Demonstrated negotiation, interpersonal, time management and project management skills and the ability to determine priorities and manage competing demands.
5. Demonstrated experience in developing and executing ideas to engage a wide range of audiences and service providers.
6. Demonstrated experience in working independently and a proven ability to collaborate across a multi-disciplinary team.
7. Extensive customer focussed experience in a library, cultural, creative industries or community service setting.
8. Working with Children Check.

Desirable

1. Ability to speak and write in a second language.