

## POSITION DETAILS

<b>Position Title:</b>	Programs Library Officer – Programs and Engagement	<b>Grade Band:</b>	7
<b>Service Unit/Group:</b>	Library Services/ Customer and Community Services	<b>Position Status / Hours per Week:</b>	Permanent P/T 26 hours per week
<b>Workplace location:</b>	Based at Ryde but required to also work at all library branch locations (West Ryde, Eastwood, North Ryde and Gladesville) including required to work a fortnightly Saturday shift at a branch as Officer in Charge (OIC) and occasional evening shifts		

## PRIMARY PURPOSE OF THE POSITION

To maximise community satisfaction with City of Ryde Libraries through the provision of a high quality, accessible library and information service.

- Assist in the development, delivery and promotion of a creative and high quality range of programs and events suitable for identified target groups, with a primary focus on adults and seniors
- Assist in the development and delivery of technology programs for the community to build digital literacy skills for current and emerging technologies
- Assist in the planning, co-ordination and delivery of readers advisory programs and materials
- Assist in the maintenance of specialist information services including the Community Information Database and creation of Community Information directories
- Assist in the provision, delivery and promotion of programs and services related to children and young adults, CALD and homebound
- Provide excellent pro-active frontline customer service
- Provide leadership for customer service shifts when assigned as Officer in Charge (OIC)
- Contribute to and support the achievement of library service goals as identified in City of Ryde's strategic and planning documents
- Other duties as directed consistent with incumbent's skill, competence and training.

## SELECTION CRITERIA

### Education / Qualifications

- Tertiary degree in Library and Information Science recognised by the Australian Library and Information Association (ALIA) or a discipline relatable to the duties of the position and a TAFE Diploma of Library and Information Science or equivalent library technician qualification recognised by the Australian Library and Information.
- Working with Children check

**Experience/Specific skills**

- Experience in the development, delivery and/or promotion of innovative library (or similar programs) and events, providing quality learning opportunities and cultural experiences
- Experience in the delivery of digital literacy programs and activities for current and emerging technologies
- Experience in the planning, promotion, delivery and evaluation of readers advisory services and/or programs
- Excellent oral and written English language communication skills
- Excellent interpersonal skills
- High level customer service skills and experience
- Demonstrated computer skills and enthusiasm for information technology and troubleshooting
- Demonstrated ability to work co-operatively in a team environment
- Demonstrated commitment to WHS and EEO practices and principles

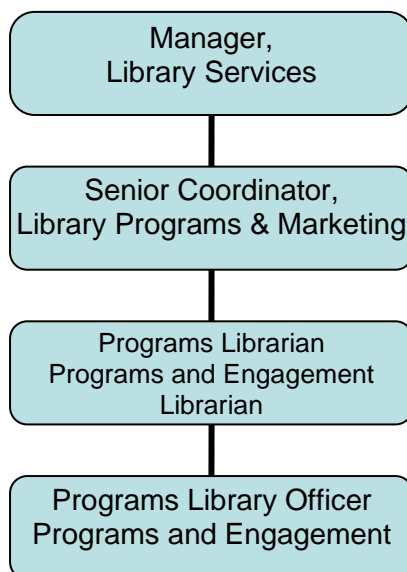
**Personal Attributes**

- Have a positive high energy approach
- Enjoy engaging with the local community
- Ability to effectively prioritise tasks and multi-task
- Continuous improvement mind-set
- Covid-19 vaccinated

**Desirable Qualifications, Experience and/or Skills**

- Experience with customer service delivery in a multicultural environment
- Proficiency in a community language other than English
- Current Drivers' Licence
- Bilingual language skills

## ORGANISATIONAL CHART



## SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Customer and Community Services Directorate of the organisation.

- Public library service development and management
- Public library operations service
- Public library resources service
- Public library programs service
- Community information service

## CORPORATE ACCOUNTABILITIES

**The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.**

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all OH&S policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff

## CORPORATE ACCOUNTABILITIES

14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

## MANUAL HANDLING REQUIRED IN THE POSITION

You are required to undertake the following physical work tasks while following appropriate procedures in relation to safe manual handling techniques:

- Shelving and tidying of library items
- Lifting / carrying items when performing library duties
- Lifting / moving files, storage boxes, etc
- Pushing trolleys to move library items, boxes, etc.
- Straightening up chairs, tables and other furniture in preparation for library opening / closing,
- Moving equipment and furniture (sometimes including shelving) for program / activity set-up, pack-up and storage
- Sitting and working at a staff workstation / table or public service desk

## WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

### Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;

- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

#### Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

#### Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

#### Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

### OUR VALUES

All employees at City of Ryde are to observe our values which are:

#### Safety

We work safely at all times to prevent injuries to ourselves, our team and members of the public

#### Teamwork

We work together with respect and support

#### Ethics

We are honest, responsible and accountable for our actions

#### Professionalism

We deliver effective service to the community with consistent decision-making

Employee's Name	
Employee's Signature:	
Date:	

