

POSITION DETAILS

Position Title:	Programs and Engagement Librarian	Position Grade:	9
Department/ Directorate:	Library Services/ Customer and Community Services	Position Status / Hours per Week:	Permanent F/T - 35 hours per week
Work Place Location:	Based at Ryde Library, but required to also work at all library branch locations (West Ryde, Eastwood, North Ryde and Gladesville) including weekend and evening shifts		

PRIMARY PURPOSE OF THE POSITION

To maximise community satisfaction with City of Ryde Libraries through the provision of high quality, accessible library and information services by:

- Developing, delivering and promoting a creative and high quality range of programs and events suitable for identified target groups, with a primary focus on adult and seniors
- Develop and deliver technology programs for the community to build digital literacy skills for current and emerging technologies
- Planning, coordination and delivery of readers advisory programs and materials
- Management and provision of specialist information services including overseeing the maintenance of the Community Information Database and creation of Community Information Directories
- Contribution to the overall objectives of the Library Programs Team including children's programs
- Contributing to the maintenance of the City of Ryde Libraries Volunteer Program
- 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

SELECTION CRITERIA

Qualifications/Education

- Completion of a degree or post graduate diploma recognised by the Australian Library and Information Association (ALIA) or another discipline relatable to the duties of the position.
- Current Working with Children's check

Experience & 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 planning, promotion, delivery and evaluation of readers advisory services and/or programs
- Experience in the delivery of digital literacy programs and activities for current and emerging technologies

- High level customer service skills and experience
- Excellent written and spoken English skills
- Proven ability to engage with the local community, facilitate meetings and prepare and deliver presentations
- Ability to effectively prioritise tasks and multi-task
- Demonstrated computer skills and enthusiasm for information technology and troubleshooting
- Demonstrated ability to lead teams and work co-operatively in a team environment
- Demonstrated commitment to WHS and EEO practices and principles
- Current Drivers' Licence

Personal Attributes

- Have a positive, high energy approach
- Enjoy engaging with the local community
- Comfortable leading and managing change in a library environment
- Continuous improvement mind-set
- Focused on teamwork
- Excellent interpersonal skills

Desirable Qualifications, Experience and/or Skills

- Experience with customer service delivery in a multicultural environment
- Experience in the delivery of training programs
- 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 section of the organisation.

The position contributes to:

- Public library service development and management
- Public library operations service
- Public library programs service
- Public library resources 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
2	To adhere to Council plans, policies, procedures and Code of Conduct
3	To understand, adhere and promote all OH&S policies and procedures
4	To understand, adhere and promote Council's EEO policies and procedures.
5	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
6	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
7	To actively document all policies, procedures, projects and activities (as required)
8	To actively share information and knowledge on issues, training and better practice to relevant staff
9	To identify and initiate improvements of business systems to maximise service delivery
10	To identify and initiate improvements of processes to maximise service delivery
11	To deliver all project deliverables through PM_CoR methodology
12	To identify and minimise exposure to risk
13	To be involved in or provide feedback on corporate initiatives
14	To positively and proactively work with others across the organisation to deliver the outcomes
15	To model Council's values
16	To create and contribute to a positive work environment within my team, my Unit and the workplace.
17	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements
18	To use, store and manage digital and hard copy information in accordance with Council's policy and procedures

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 are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

Employee's Name	
Employee's Signature:	
Date:	