

POSITION DETAILS			
Position Title:	Programs and Engagement Librarian	Grade Band:	9
Dept/Directorate	Library Service / Customer and Community Services	Position Status / Hours per Week:	Full-time / 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)		

PRIMARY PURPOSE OF THE POSITION
<p>To maximise community satisfaction with City of Ryde Libraries Service through the provision of high quality, accessible library and information services by:</p> <ul style="list-style-type: none"> Developing, delivering and promoting programs and activities suitable for a range of identified target groups, with a primary focus on adult and seniors programs 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 promotional 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 Contributing to the maintenance and development of the City of Ryde Libraries volunteer program Providing professional and responsive customer and information services Contributing and supporting achievement of the library's goals as identified in the City of Ryde Management Plan and other planning documents Other duties as directed consistent with skills, training, ability, experience of the incumbent.

SELECTION CRITERIA
<p>Qualifications/Education</p> <ul style="list-style-type: none"> Degree or Post Graduate Diploma in Library Science recognised by the Australian Library and Information Association, or have degree level qualifications in a related area together with experience to meet essential experience and skills criteria <p>Experience / Skills</p> <ul style="list-style-type: none"> Experience in the development, delivery and promotion of programs and activities including online engagement for a public library or cultural institution Experience in liaising with contractors and suppliers Knowledge and interest in current trends in public libraries, contemporary culture and experience in delivering innovative ideas for program development

- High level customer service skills and experience in a high-volume environment
- Excellent interpersonal skills with proven ability to engage with the local community, facilitate meetings with a wide range of stakeholders, prepare and deliver presentations, and negotiate outcomes
- High level verbal and written communication skills including report writing
- Knowledge of and enthusiasm for information technology and troubleshooting ability
- 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

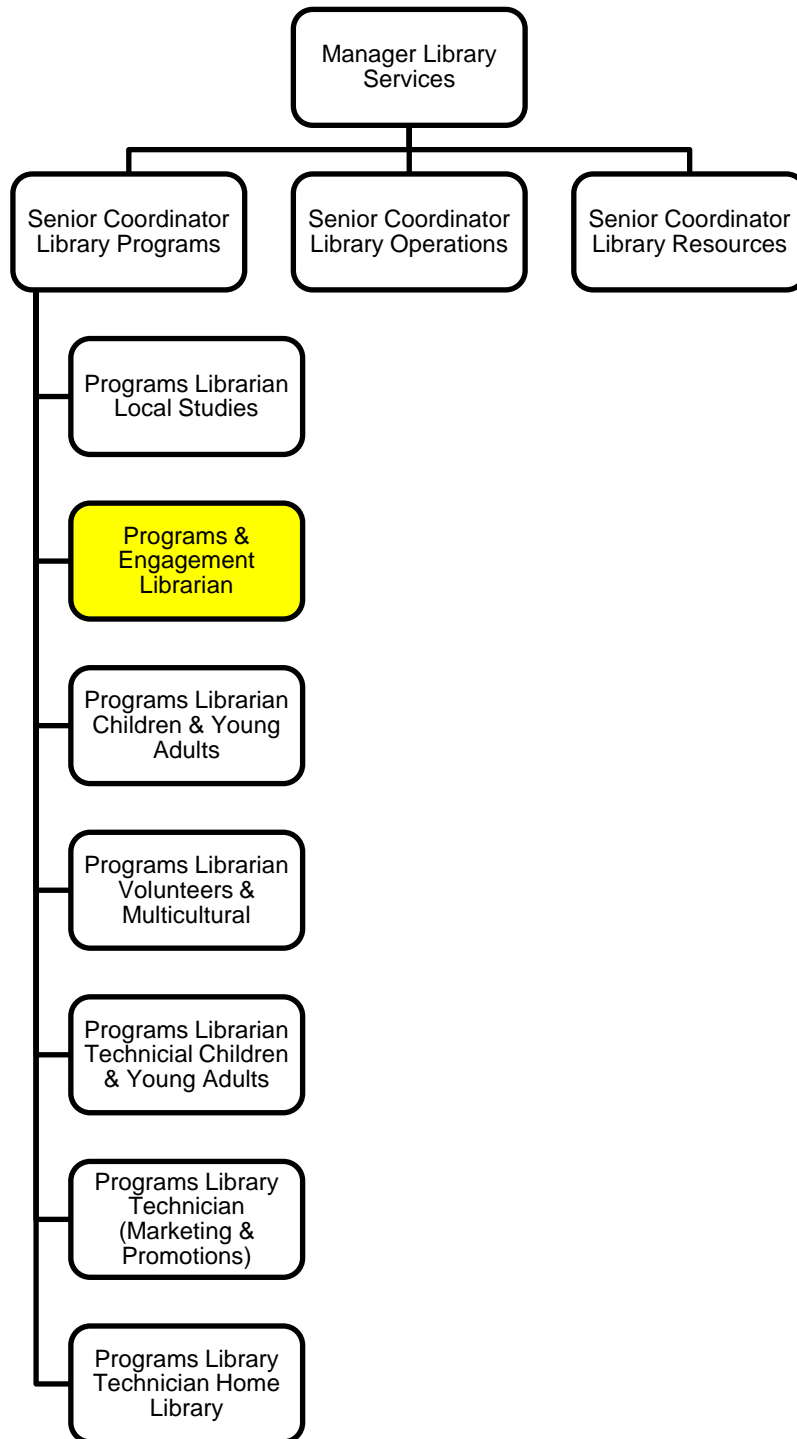
Personal Attributes

- Have a positive, high energy approach
- Enjoy engaging with the local community
- Comfortable leading and managing change in a workplace environment
- Continuous improvement mind-set
- Focused on teamwork
- Excellent interpersonal skills
- Covid-19 Vaccinated

Desirable Qualifications, Experience and/or Skills

- Experience with customer service delivery in a multicultural environment
- Experience in the delivery of training programs
- Skills with Adobe creative software
- Skills in Social Media tools
- Bilingual language skills

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Contributes to

- 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
2	To provide timely support and expert / technical advice to the organisation
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS 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
10	To achieve best value for money
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
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
23	To build and strengthen strategic partnerships with key stakeholders
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
29	To keep abreast of and apply industry wide trends, better practice and innovation

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:	