



POSITION DESCRIPTION

Position Title	Library Programming & Events Assistant	
Division	Community	
Service	Library and Community Venues	
Responsible to	Library Programming and Events Coordinator	
Position Supervises	Direct: Nil Indirect: Nil	
Position No.	IW0796	
Status	Permanent Full-Time	
Hours	<p>Based on 35 hours per week.</p> <p>There is an expectation that staff would be willing and able to work within the Library Services span of hours as per the Library Roster (8am – 8pm). There may be occasional opportunities to work on weekends</p> <p>Rotation across the eight Inner West Library locations.</p>	
Salary Point	4 to 15	
Allowances	As applicable to the position	
Pre-employment checks Legislative requirements	<input checked="" type="checkbox"/> Working With Children Check <input checked="" type="checkbox"/> Responsible Service of Alcohol certificate <i>There may be a requirement to undergo a police check if a need is identified in the future.</i>	
Date reviewed: September 2022		Reviewed by: Library Operations Manager

POSITION PURPOSE

The role and position of the Library Customer Service Assistant: Programs & Events is key in ensuring the IWC Library & History Service is a pivotal information, recreation and education provider in the community. This role will assist the Programming team to deliver quality lifelong learning, literacy, cultural and recreation programs and services across the Council's eight libraries. In particular, the role will have a strong focus on the delivery of all programs and services, aimed at promoting literacy skills, developing readers, supporting education and lifelong learning, and providing valuable recreational and cultural opportunities for the inner west community. This also includes the development of spaces and places within the Library sites for the community to participate and engage with their community in accordance with the Library Service's desire to become a key third place within the IWC community.

You will work with the Programming & Event staff in the provision of quality programs and events. This position requires the ability to work with diverse teams, identify priorities, make clear decisions quickly, and operate in a complex environment. Contribute to policy development, program discussions in within the Library Programming team, staff training in programs and events in consultation with the Training & Development Coordinator and liaison with Council staff, relevant community groups and professionals.

You will participate in cross-Library and Council teams in the areas of collection development, children's and youth services, events planning et al. – as required. You will participate in the delivery of frontline services via the weekly roster, including night and weekend work.

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its values of integrity, respect, innovation, compassion and collaboration at the centre of everything we do. We are here to be of service to the community and make Inner West a great place to be. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria

1. Experience in or an understanding of delivering public programs for diverse audiences in a public library service or cultural institution.
2. Experience in or an understanding of liaising with facilitators and suppliers.
3. Experience in or an understanding of customer service and continued service development.
4. Ability to report and evaluate programs.
5. Demonstrated skills in communication, both verbal and written.
6. Knowledge and a general interest in current trends in public libraries, lending services, emerging information technologies, publishing, contemporary culture and experience in implementing innovative ideas to create new programs.
7. Understanding and commitment to equal employment opportunities, diversity, work health and safety, ethical practice and acting with probity at all times
8. Working with Children Check (WWCC) number and Responsible Service of Alcohol certificate

Desirable Criteria:

1. Driver's License
2. An awareness of current issues in literature and community topics of interest
3. Experience working in a public library and knowledge of a library management system
4. Experience working with culturally diverse communities

KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

Library Programming & Events Assistant

- Assist with the setting up and packing down of rooms for events including catering, technology and event materials.
- Ensure the timely and accurate collection and reporting of data and statistics as required.
- Collaborate with the Programming team to ensure the programs are reflective of the various Inner West Council libraries.
- Work on the library floor and deliver outstanding customer service to library customers.
- Keep up to date with current developments in the field/industry.
- Understanding of issues relating to lifelong learning, literacy and recreation.
- Assists with regular community needs assessment to identify needs, in order to create tailored services and programs to address these identified needs.
- Support cooperative relationships with other identified Council and community groups and gain engagement in library programs and services.
- Provide feedback to assist with the development and implementation of effective strategies to ensure IWC Library & History provide equitable, dignified access and inclusion for all members of the community.
- Commitment to Inner West Council Values and adherence to Council and Library and History Services policies and procedures
- Work safely and report potential WH&S issues to management
- Demonstrate an understanding of and commitment to EEO policies and procedures
- Undertake projects as directed

Financial Management

- Regularly communicate with the Team Leaders and Program Coordinator with regards to the status of the supplies and equipment

Staff Supervision

- Ensure Council directions are clearly communicated, implemented, monitored, reported and evaluated by all staff.
- Model respectful behaviours including respect for cultural diversity and encourage staff to work together to generate creative and innovative ideas.
- Ability to coordinate the supervision, duties and activities of any volunteers assigned to the Programming team.

Leadership

- Participate in the evaluation and monitoring of the team's performance and culture to ensure services provided are meeting standards, expectations and commitments.
- Participate in the implementation, review and maintenance of systems and procedures.
- Ensure that the Library Programs Coordinator is informed of any issue which may affect staff, the community and/ or service delivery.
- Support and ensure the timely and systematic reporting

Physical requirements of the role

- Substantial manual handling is an inherent physical requirement of working in this role. The position requires:
- Significant periods of standing
- Sustained hours of movement including lifting, bending, squatting, pushing, carrying, stretching
- Use of computers and office, and the movement of furniture for programs and events

KEY RELATIONSHIPS:

Internal: Library and History Services Staff.

External: Community groups, Government and not-for-profit agencies, Members of the community
Other Public Libraries, Schools and State Library.

WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT EMPLOYEES WITH NO STAFF REPORTING TO THEM AND/OR NO MAJOR PROJECT RESPONSIBILITY LEVEL 6

Level 6 staff are required to perform their duties in accordance with their job description and safe working practices. It is the responsibility of each staff member to ensure that they comply with Work Health & Safety legislation as well as Council policies, procedures and safe work practices and that their actions do not subject any person to risk. The responsibility of this position requires:

Responsibilities	Performance Measures
<ul style="list-style-type: none">Ensuring all work is performed in accordance with requirements of the Health and Safety policy, procedure and legislation	<ul style="list-style-type: none">Conformance to WH&S policy and proceduresKnowledge of, and use of Safe Work Method Statement (SWMS) and Standard operating procedures
<ul style="list-style-type: none">Taking reasonable care for their own Health and Safety as well as that of others	<ul style="list-style-type: none">Use of SWMS and Standard operating procedures
<ul style="list-style-type: none">Having an understanding of the Health and Safety requirements associated with their employment	<ul style="list-style-type: none">Training records
<ul style="list-style-type: none">Reporting all identified hazards, accidents/incidents and near misses to their manager/supervisorEnsure all potential or actual areas of danger within the workplace are immediately made safe, repaired and reported to the appropriate person/s as soon as possible;	<ul style="list-style-type: none">Hazard identification reportsWorkplace inspection reports
<ul style="list-style-type: none">Using and maintaining all safety equipment and personal protective equipment (PPE) in accordance with relevant standards.	<ul style="list-style-type: none">PPE maintenance recordsKnowledge and use of Standard operating procedures
<ul style="list-style-type: none">Working in accordance with relevant competency standards	<ul style="list-style-type: none">Training records.Supervisor site inspection records
<ul style="list-style-type: none">Knowledge of WH&S and related legislation within scope of job description	<ul style="list-style-type: none">Attendance at training sessions

Applicant Declaration

I, have read and understood the position description for the
Library Programming & Events Assistant as detailed in this document.

Signature:

Date: / /