

POSITION DESCRIPTION	
Title:	Library Programs Officer (First Nations targeted)
Business Unit:	Community and Creative Services
Reports to:	Team Leader Library Programs & Partnerships
Grade:	10
Position Allowances:	Nil
Hours:	35 hours per week on a 7 day roster including evening and weekend shifts
Number of Direct Reports:	Nil
Number of Indirect Reports:	Nil
Vehicle:	No
Position Code:	75323
Pre-placement Medical:	Not required
National Police History Check:	Not required
WWCC Check:	Required
Date Developed:	August 2022
Position Purpose	
<p>To be part of a customer focused team delivering library programs to the Shellharbour community. This position has a key focus to promote greater understanding of First Nations culture, to engage with First Nations community members and to foster social connections for diverse audiences.</p>	
Qualifications and Experience <i>(Minimum required/essential for success in the job)</i>	
<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Experience in delivery of community programs and/or event coordination. • Proven ability to communicate respectfully and effectively with people of all ages and from diverse backgrounds, cultures and abilities. • Proven ability to provide excellence in customer service, with the ability to confidently and proactivity engage with library customers and value-add to the patron library experience. • Demonstrated effective time management and prioritisation skills with the ability to balance competing workloads and deliver within deadlines. 	

- Current high level digital literacy skills, with the confidence to support customers with diverse technology. This includes online and virtual collections and services across multiple devices, platforms, apps and software.
- Proven ability to work in a team environment that requires flexibility of shifts, locations and commitment to implementing a positive workplace culture.
- Experience in contributing to improvements to a quality management system or making suggestions for other business improvements.
- Current NSW Drivers Licence – Class C.
- Possess a “*Working with Children Check*” Clearance in accordance with the ‘*Child Protection (WWC) Act 2012*’.

Desirable:

- To identify as Aboriginal or Torres Strait Islander.
- Qualifications in Library and Information Studies, Events Management or a related field.
- Understanding of program marketing trends.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call these the 4C’s. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C’s.

Community Programs and Partnerships:

- Assist the Library Programs and Partnerships team to deliver a range of programs and initiatives for various target groups including children, youth, adults, seniors, culturally diverse and people with special needs.
- Develop and deliver program initiatives that meet the needs of diverse audiences, with a focus on programs that engage with the First Nations community and promote greater understanding of First Nations culture.
- Support a variety of internal and external partnerships for the delivery of innovative, educational and creative programs.
- Undertake flexible programming out of hours to accommodate in-library and outreach venues.
- Inform the marketing of library programs.

Customer experience

- Promote the Council, Library and Museum brand by being positive, enthusiastic, engaging and proactively adding value to the customer experience.
- Participate in rostered library customer service shifts, as required, at any library service point or outreach activity, ensuring customers have a positive experience characterised by active engagement.
- Contribute to a positive team environment that is focused on continuous improvement and quality customer service.
- Participate actively in the continuous improvement of library services and procedures and assist with other library operational tasks, as required.
- Work collaboratively with other sections of Council to meet community needs.
- Contribute actively to meetings and other communications channels of the Library Experience team and the broader Libraries and Museum team.

- May be required to act in a more senior role as required.

Professional development

- Stay connected with developments in public libraries via industry networks, training and seminars.
- Keep up-to-date with new programs and diverse technology relevant to public libraries.
- Undertake rotation of roles throughout the library service to support career development and organisational needs.

Risk Management

- Be aware of all potential risks that might arise in your area of activity and responsibility;
- Minimise Council's exposure to risks in so far as is reasonably practicable within your area of activity and responsibility

Work Health & Safety

- Required to take reasonable care of self and others in the workplace.
- Cooperate with all health and safety policies and procedures agreed to by management and staff.
- Report any unsafe conditions that are identified.
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.

Shellharbour City Council is currently undertaking a review of its organisation structure. This position has been determined to be required in a new organisation structure. The position could be affected by changes in reporting lines and or directorates as part of the review.