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| <b>POSITION TITLE &amp; NUMBER:</b> | Programs Assistant (POS 168)   |
| <b>DIVISION:</b>                    | Corporate & Community          |
| <b>DEPARTMENT/SECTION:</b>          | Library and Community Services |
| <b>EMPLOYMENT STATUS:</b>           | Temporary, Full Time, 35 hours |
| <b>CLASSIFICATION:</b>              | Administration                 |
| <b>GRADE:</b>                       | Grade 7                        |
| <b>OCCUPANT:</b>                    | Occupied – Temporary Term      |

## POSITION OBJECTIVE

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- To support programs team in providing services and programs that meet the needs of children, youth, adults and seniors and people from culturally and linguistically diverse backgrounds that provide information and learning and create enjoyable social engagement outcomes for Library users.

## KEY RESPONSIBILITIES AND DUTIES

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- Assist with general library duties such as loans, returns, shelving, book lockers, reservations, desk shifts as rostered, including weekend and evening shifts as required
- Assist in the planning, promoting, and delivering exiting and new programs, activities and outreach services suitable for a range of target groups including children, young people, adults, seniors and people from culturally and linguistically diverse backgrounds.
- Provide high-quality customer service with customers from a diverse range of cultures and backgrounds whilst working in a busy environment by providing effective communication skills.
- Contribute to the promotion and marketing of programs and events for Library services including the library's social media sites and liaise with Council's Communication Department

## KEY PERFORMANCE INDICATORS AND OUTPUTS

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- Assist in delivering programs, special events and outreach activities that meet key objectives set out in council strategies and that accommodate community needs.
- Contribute to ensuring regularly scheduled programs, special events and outreach activities are delivered on schedule.
- Display high standards of customer service and personal presentation for customers resulting in a positive image of council and the library.
- Maintain and promote effective team and inter team collaboration across library and wider council teams
- Keep up to date and implement best customer service practices and programs strategies
- Follow councils' policies and procedures accurately including receipt payments such as cash handling procedures

## ORGANISATIONAL RELATIONSHIPS

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| <b>Reports to:</b>            | Programs & Outreach Services Team Leader   |
| <b>Supervises:</b>            | Nil  |
| <b>Internal Stakeholders:</b> | Managers<br>Library and Community Team<br>Events Team<br>Other council staff                     |
| <b>External Stakeholders:</b> | Residents<br>Members of the community<br>Private organisations<br>Other government organisations |

## ADDITIONAL INFORMATION

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- You will comply with and follow all Workplace Health and Safety requirements as set out in all relevant policies, procedures, legislation and Acts.
- You may be provided with or use equipment that contains electronic monitoring devices.
- In line with the Local Government (State) Award 2020, the employer may direct the employee to carry out such duties within the limits of the employee's skill, competence and training.

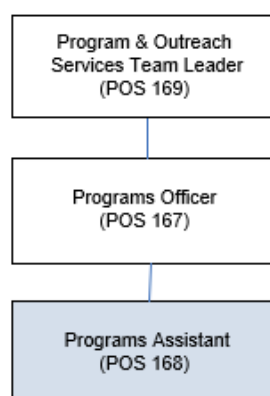
## SKILLS AND ATTRIBUTES

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- Programming
- Program Evaluation
- Community Development
- Aged, Youth and disability services
- Book processing
- Multicultural services

## ORGANISATIONAL CHART

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## QUALIFICATIONS

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- HSC and extensive practical library experience, or experience as recreational activities officer or childcare assistant

## KEY SELECTION CRITERIA

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- Current NSW Class C Driver's Licence.
- A current unrestricted Office of the Children's Guardian - Working with Children Check
- Demonstrated customer focus attributes, including the ability to respond promptly and courteously to a diverse range of service needs and a good knowledge of library services, products and collections.
- Demonstrated strong communication and problems solving skills and ability to provide information services to a culturally diverse public.
- Demonstrated ability to prioritise, organise and coordinate programs and the capacity to work to deadlines under pressure.
- Experience in the provision and delivery of library services to children, youth and adults.
- Proven ability to work in a team environment, individually and under limited supervision.
- Experience in using Spydus Library Management System **(Desirable)**
- Experience in recreation activities **(Desirable)**
- Experience in developing learning and information programs for different age groups **(Desirable)**

## ADMINISTRATION/TECHNICAL BAND 2 LEVEL 1 SKILL DESCRIPTORS

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### ACCOUNTABILITY & EXTENT OF AUTHORITY:

Responsible for the completion of work requiring the application of trades, administrative or technical skills.

### JUDGEMENT & DECISION MAKING:

Skills in assessing situations and in determining processes, tools and solutions to problems. Guidance is available.

### MANAGEMENT SKILLS:

Positions may require skills in the supervision or co-ordination of small groups.

### INTERPERSONAL SKILLS:

Communication skills to explain situations or advise others.

### QUALIFICATIONS & EXPERIENCE:

As specified in the 'Qualifications' and 'Key Selection Criteria' sections above.

### SPECIALIST SKILLS & KNOWLEDGE:

As specified in the 'Skills and Attributes' section above.

#### **APPROVAL OF POSITION DESCRIPTION**

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- This position description has been reviewed and accurately describes the job.
- Job qualifications and accountabilities are relevant to the position.

Employee: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_