



Position Description – Children’s Officer

Division	Engaged Community
Portfolio	Community Connections
Business Unit	Libraries
Level	4
Reports To	Coordinator Community Learning & Activation
Prescribed Position	Yes

Position Objective

Develop and deliver engaging children’s programs that promote literacy, lifelong learning, and community connection. Actively engage with the community and key stakeholders to support children’s literacy development.

Provide exceptional frontline customer service as part of a dynamic, multi-skilled library team.

Key Responsibilities

- Develop and deliver innovative library programs, events and activities for community, to achieve positive outcomes for children in accordance with the Community Development Framework.
- Support the promotion, booking and evaluation of programs, events and activities using various engagement tools and feedback methods to inform service improvements.
- Foster strong relationships with community members and with internal and external stakeholders.
- Participate in customer engagement, outreach and promotional activities.
- Embrace emerging technologies and contribute to a culture of continuous improvement, performance, and accountability.
- Supervise and support Community Connections volunteers and work experience placements.
- Assist in the development of annual budgets, budget bids and reporting.
- Provide professional and exceptional operational and frontline customer focused activities in the One Card consortium environment.

- Maintain a sound understanding of the One Card consortium environment and the Library Management System (LMS) and developing sound capability in aspects of the system relevant to areas of responsibility including Workflows and Enterprise.
- Stay informed about library and sector trends, participate in professional development opportunities and collaborate with peers to bring fresh ideas and best practices to service delivery.
- Comply with financial processes in accordance with Council procedures.
- Undertake accurate Council payment duties and bank balancing procedures, in accordance with established and documented processes and procedures.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Take relevant actions in accordance with Legislative requirements under the Children's Protection Act 1993 Section 8A and Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Passionate about contributing to community literacy, learning and wellbeing.
- Passionate about public libraries and community facilities and their ongoing development.
- A strong customer service focus and sound knowledge and application of customer service principles.
- Skilled, creative and visionary in relation to events, programs and exhibition development for community.
- Ability to demonstrate leadership capability in areas of responsibility.
- Excellent ability to organise, plan and prioritise work tasks and objectives.
- Ability and interest in learning and using current and emerging technologies.
- Demonstrated written, interpersonal and verbal communication skills including active listening, displaying empathy and understanding.
- Ability to communicate effectively with a culturally diverse customer base.
- Ability to effectively and constructively deal with challenging behaviours.

- Highly motivated, professional and self-disciplined.
- Ability to be agile and responsive to changing community dynamics and operational requirements.
- Ability to contribute to a culture of innovation and continuous improvement in service delivery.
- Ability to work well in a team environment including supporting team members with prioritisation and achieving team goals.
- Ability and interest in learning and using current and emerging technologies including online resources and databases.
- Intermediate computing skills including knowledge of the Microsoft Office Suite and Microsoft Edge are required
- Use of corporate technology including electronic document management, finance, customer requests, event booking, facility management and the intranet.
- Demonstrated understanding and enthusiasm for the direction of the Community Connections Portfolio and broader organisation.
- Demonstrated behaviour consistent with the organisational values.

Knowledge

- Sound understanding of early childhood development principles, phases of learning and learning styles and literacy promotion strategies.
- Sound knowledge of community literacy and learning trends.
- Sound knowledge of community development principles.
- Understanding of the role and purpose of a public library.
- Sound knowledge of the One Card Consortium environment.
- Working knowledge of contemporary library operations and services.

Experience

- Experience working in a community-based program environment or other literacy/learning environment.
- Experience in developing innovative and creative programs, events and activities.
- Experience working in a library or community environment.
- Experience in delivering exceptional customer service outcomes.
- Experience in actively participating and making valuable contributions within a high performing team.
- Experience supporting staff and customers in the use of technologies.

Qualifications & Requirements

A tertiary qualification in library, information management, community development or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Essential
Current Class 1 South Australian Driver’s Licence.	Desirable
Working with Children Check (WWCC).	Essential
Child Safe Environments training.	Essential
Senior First Aid certificate for the purposes of applying first aid to the community only.	Essential