Position Description – Digital Literacy Officer

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

Position Objective

The Digital Literacy Officer is responsible for the ongoing development and delivery of activities aligned to Community Connections strategic priorities that improve digital inclusion outcomes for community.

Elevate customer experience through frontline delivery of digital literacy programs and provide high level support for integrating new technologies, enhancing the community's digital skills and access to resources.

To work effectively as part of a multi skilled and dynamic team, providing an exemplary frontline customer experience across Libraries.

Key Responsibilities

- Develop and deliver digital literacy programs and activities to achieve positive digital literacy and learning outcomes for the community.

- Support the provision of innovative, creative and flexible learning opportunities for the community.

- Contribute to the ongoing development of activities relating to delivery of improved digital inclusion for community, by working collaboratively with the Community Connections team.

- Assist in the development and delivery of key digital literacy strategies aligned to Community Connections Portfolio priorities.

- Develop, deliver, source, or facilitate digital literary programs and training materials which are adaptive and appropriate to meet the needs of diverse user groups and learning styles.

- Provide input into the continued development of digital literacy activities by keeping abreast of and upskilled in advancements in relevant technologies.

- Raise awareness and understanding of digital literacy programs, events, and activities across the Portfolio.

- Responsible for providing professional and exceptional operational and frontline customer focused activities in the One Card consortium environment.

- Contribute to the creation of safe, welcoming and inclusive spaces where community members feel a sense of belonging and are eager to engage with library resources, services and programs.

- Effectively address customer concerns or issues and proactively seek solutions to improve the overall customer experience.

- Deliver a high quality integrated and cohesive information service where customers have access to general community and council information, products and services.

- Build and strengthen relationships with key internal stakeholders.

- Foster strong relationships with community members and use various engagement tools and feedback mechanisms to inform service improvements.

- Participate in various cross functional Community Connections projects and activities as required to deliver Community Connections strategic and operational objectives.

- Participate in the preparation and effective delivery of library programs and collection management related activities.

- Participate in customer engagement, outreach, and promotional activities.

- Provide timely and appropriate information and guidance in areas of accountability.

- Embed processes to continuously seek customer feedback and work collaboratively to ensure appropriate actions are considered.

- Support the induction, mentoring and training of peers.

- Supervise and support work experience placements.

- Coordinate and supervise Community Connections volunteers.

- Assist with the day-to-day operations of the facilities including maintenance activities, room/space bookings, event bookings and other services.

- Undertake accurate Council payment duties and bank balancing procedures, in accordance with established and documented processes and procedures.

- Comply with financial processes in accordance with Council procedures.

- Maintaining 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.

- Embed the City of Charles Sturt's Community Development Framework and support the delivery of key initiatives aligned to the Community Connections Portfolio.

- Advocate for innovative service delivery and inspire peers and customers to explore new ideas and technologies.

- 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.

- Contribute creative and forward-thinking ideas for programs and services that align to community needs and interests.

- Embrace emerging technologies and assist community with digital technology, troubleshooting and tools.

- Contribute to a culture of continuous improvement, performance, and accountability.

- 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 working with and for the community.

- A strong customer service focus and sound knowledge and application of customer service principles.

- Skilled, creative, and visionary in relation to digital literacy programs and training within a public library and community context.

- Demonstrated experience in teaching and engaging effectively with diverse ages, cultures, and knowledge bases - which includes both child and adult learners.

- Creative, innovative, and adaptive approach to program delivery to meet the needs of diverse groups, ages, learning styles and abilities.

- 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 work well in a team environment including supporting team members with prioritisation and achieving team goals.

- 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.

- Use of library technology including online resources and databases.

- Ability and interest in learning and using current and emerging technologies.

- 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 knowledge of digital literacy and learning trends.

- Understanding of the role and purpose of a public library.

- Knowledge of library and community development industry trends.

- Sound knowledge of and application of customer service principles.

- Sound knowledge of the One Card Consortium environment.

- Working knowledge of contemporary library operations and services.

Experience

- Demonstrated previous experience in the development and delivery of digital literacy training.

- Demonstrated previous experience working in a library/community program environment or other literacy/learning organisation.

- Demonstrated previous experience teaching and communicating clearly with both child and adult learners, and with learners from diverse cultural backgrounds.

- Experience in developing innovative and creative programs, events, and activities.

- Experience in ICT and digital environments.

- 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.	Desirable
Current Class 1 South Australian Driver's Licence.	Desirable
Working With Children Check (WWCC)	Essential
Senior First Aid certificate for the purposes of applying first aid to the community only.	Essential