



Position Description – Community Learning & Activation Support

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| Division | Engaged Community |
| Portfolio | Community Connections |
| Business Unit | Libraries |
| Level | 3 |
| Reports To | Community Learning & Activation Leader |
| Prescribed Position | Yes |

Position Objective

Responsible for supporting the delivery of engaging Children’s and Digital Literacy programs and activities that foster positive learning outcomes for the community. Provides effective customer service and contributes to a multi-skilled, dynamic team by providing administrative support to the Community Learning and Activation team.

Key Responsibilities

- Deliver developed digital literacy programs and activities that support positive digital literacy and learning outcomes for the community.
- Deliver developed children’s programs that effectively support early childhood development and learning.
- Embed the City of Charles Sturt Community Development Framework and support the delivery of key initiatives aligned to the Community Connections Portfolio.
- Raise awareness and understanding of programs, events, and activities across the Community Connections team.
- Participate in the preparation and effective delivery of library programs and collection management related activities.
- Provide high-quality customer service to support participant engagement and program success.
- Contribute to a multi-skilled, dynamic team through completion of administrative tasks as directed.
- Treat all customers, both internal and external, with courtesy, empathy, understanding and equity.
- Undertake other organisational tasks and project work as directed by the Community Learning and Activation Leader.

- 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

- Experience supporting or delivering digital literacy training to diverse community audiences.
- Experience supporting or delivering Children's early literacy programs.
- Ability to adapt to new technologies and confidently learn and use digital systems.
- Proficiency in using digital platforms such as Canva, Eventbrite, Squiz, and Outlook for promotion and communication.
- Skilled, creative, and visionary in events, programs, and exhibition development.
- Strong organisational skills with the ability to manage multiple tasks and meet deadlines.
- Demonstrated written, interpersonal, and verbal communication skills, including active listening, empathy, and understanding.
- Ability to provide high-quality customer service in a community-focused environment.
- Capacity to work collaboratively within a multi-skilled team.
- Intermediate computing skills, including Microsoft Office Suite particularly Sharepoint.
- Ability to use corporate systems such as electronic document management, finance systems, customer request systems, event booking, facility management, and intranet tools.

Knowledge

- Understanding of community literacy, learning, and wellbeing principles.
- Knowledge of digital literacy concepts and community education approaches.
- Awareness of community engagement practices and diverse audience needs.
- Understanding of public libraries and community facilities, including their role and development.
- Knowledge of organisational priorities, including the direction of the Community Connections Portfolio and broader organisation.

Experience

- Demonstrated previous experience in the delivery of Early Literacy and Digital programs.
- 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 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.

Qualifications & Requirements

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| • Car Licence | Essential |
| • Child Safe Environments Training | Essential |
| • Working with Children Check (WWCC) | Essential |