



Position Description – Literacy and Learning Officer – Programs & Events

Division	City Services
Portfolio	Community Connections
Business Unit	Literacy and Learning
Level	3
Reports To	Coordinator Literacy and Learning
Prescribed Position	Yes

Position Objective

Contribute to the delivery of a next generation library service that is recognised as a centre of excellence for literacy, learning, innovation and discovery.

Assist with the delivery of programs and activities for community to achieve positive community outcomes and promote an increase in participation in and awareness of libraries.

Deliver programs and customer experience which supports diverse community interests and needs and provide the best possible customer experience.

Key Responsibilities

- Assist with the development, delivery and facilitation of programs and events within Libraries to meet the needs and interests of community.
- Participate in community outreach activities as required to engage with new and non-library users.
- Participate in team development activities to deliver on strategic and operational priorities.
- Identify opportunities for service improvement including the application of new technologies.
- Welcome, work with and support library service volunteers.
- Assist with the evaluation of library programs, events and activities.

- Raise awareness and understanding of programs, events and activities across the Community Connections team.
- Follow defined information management practices, policies and procedures for all records created and received.
- 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 and perform frontline duties that are delivered with care and exceed 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.
- A current unprohibited Employment Screening Check must be maintained for the duration of the employment period in this prescribed position.

Key Personal Attributes

Skills

- Ability and interest in providing engaging literacy and learning programs for all ages, to meet the diverse needs of community.
- Passionate about public libraries and their ongoing development and future.
- Passionate about working with and for the community.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to communicate effectively with a culturally diverse community base.
- Ability to contribute to a culture of innovation and continuous improvement in service delivery.
- Ability to respond to a changing environment.
- Well-developed time management and creative problem-solving skills.
- Ability to prioritise and be flexible when responding to changing priorities and demands.
- Ability to actively engage, and constructively contribute to the development of a high performing team.
- Advanced computing skills including knowledge of the Windows Explorer and Internet Explorer environments are required.

- Advanced knowledge of the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, finance, customer requests, asset management and intranet.
- Demonstrated behaviour consistent with the organisational values.

Knowledge

- Knowledge of libraries and community programming needs and trends.
- Understanding of the philosophy and role and purpose of a public library.
- Demonstrated understanding and enthusiasm for the direction of the Library Service.
- Sound knowledge of the One Card consortium environment.
- Sound working knowledge of technologies utilised in libraries.
- Understanding and appreciation of the Charles Sturt community.
- Sound knowledge of training techniques.

Experience

- Experience working in a library or community-based program environment, or other literacy/learning organisation is essential.
- Experience delivering programs within a public library or community context.
- Experience in delivering training to a diverse range of people.
- Experience working in a libraries, education or community development is desirable.
- Experience in contributing and being an active member of a high performing team.
- Experience in delivering outstanding customer service outcomes.

Qualifications

A tertiary qualification in Libraries, Community Development, Events, Education.

Desirable

Current Class 1 Drivers licence.

Desirable

Relevant Employment Screening Check.

Essential

Child Safe Environment (Mandated Notification) training, or a willingness to undertake training.

Essential