



Position Description – Digital Inclusion Support Officer

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

Position Objective

Support the delivery of targeted digital literacy programs and activities for the community to deliver on Library Services strategic priorities and activation.

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

Deliver an exceptional customer experience, as a frontline interface for library technologies and access to services and information.

Key Responsibilities

- Assist in the development and delivery of digital literacy programs, including scheduling, evaluation and required reporting.
- Assist with the day-to-day operation of the training environment and demonstration spaces.
- Assist with the development and sourcing of appropriate digital literacy training materials.
- Assist with the development and delivery of community engagement and communication activities.
- Participate in community outreach activities as required to engage with new and non-library users.
- Responsible for providing outstanding customer service in accordance with the Organisation and Library Service standards, policies and procedures.
- 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.

Selection Criteria

Skills

- Ability and interest in learning and using current and emerging technologies that supports customer information needs.
- 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 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.
- Ability to contribute to a culture of innovation and continuous improvement in service delivery.
- 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 understanding and enthusiasm for the direction of the City of Charles Sturt and the Organisation.
- Demonstrated behaviour consistent with the organisational values.

Knowledge

- Sound knowledge of Child Safe Environment Legislation and consequent Responsibilities (Section 8A, Children's Protection Act 1993 (SA)).
- Knowledge of library industry and digital technology 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

- Demonstrated previous experience in the development and delivery of digital literacy/ICT training.
- Experience in ICT related systems and equipment, and digital solutions.
- 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 qualification in training such as Certificate IV in Training and Education or equivalent or related field and/or commensurate demonstrated experience in lieu of formal qualifications

Desirable

Current Class 1 Drivers license

Desirable

A relevant Department of Human Services (DHS) Employment Screening Assessment

Essential

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

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