

POSITION DESCRIPTION		
Position Title: Programs Officer	Classification: Band 2 Level 1 Grade 8	Position Number: BHCC-LIB-05
Group/Area: Library	Reports to: Library Coordinator	Hours per week: 35 (rostered over 7 days including weekends)
<p>Our Organisation:</p> <p>Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p>Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p>Our Values: Accountability, Pride, Perseverance, Teamwork, Courage & Honesty</p>		
<p>Position Purpose:</p> <p>This role plays a vital role in connecting Library visitors with information, literacy, end-user technology, and lifelong learning by delivering exceptional customer programs and library services.</p> <p>You will primarily be responsible for developing and delivering high quality Library events and programs to support lifelong learning and a reading culture, including but not limited to:</p> <ul style="list-style-type: none"> • Early Years • Youth • Adult social connectedness (including those with special needs) • Literacy • Learning, and • Outreach programs. 		
<p>Special Requirements:</p> <ul style="list-style-type: none"> • 7-day roster including occasional weekends • Current Class C Drivers Licence • Current First Aid Certificate • Current Police Check • Current Working with Children Check 		
<p>Key Stakeholders:</p> <ul style="list-style-type: none"> • General Manager • Director Corporate & Community Officer • Library Coordinator • All Council employees • Residents, ratepayers, and other users of Council services • Suppliers and contractors 		
<p>Reporting Lines:</p> <p>This position reports to the Library Coordinator.</p>		

This position does not have any direct reports and is not responsible for performance management of other staff but does provide day-to-day direction for library assistants, casual staff and volunteers in the "Community pillar" of Library services, covering the delivery of Library Activities (programs and services).

Note that this position will undertake other duties as directed by the Library Coordinator. Additional directed duties will be relevant to the skills, competence, training and/or experience expected of this position.

Accountabilities

You will use your professional skills and experience to fulfil the following key responsibilities:

Leadership

- Display Council's Core Values, including all aspects of working with council staff and volunteers, while guiding and demonstrating role model behaviours.
- Make decisions, plan and organise work within parameters determined by the Library Coordinator.
- Communicate and collaborate with the Technical Services – Library Technician position.
- Function as a member of the library leadership team, comprising the Library Coordinator, Programs Officer and Library Technician.

Library Services

- Understand community engagement with Library Services.
- Guide and advise staff and volunteers in the delivery of customer focused activities and services.
- Assist the Library Technician in monitoring team and individual productivity in day-to-day Library operations.
- Ensure Library program service standards are maintained in accordance with agreed targets.
- Support general library functions such as front-of-house, customer service, shelving, and circulation of items.
- Promote customer-centred Library services to the broader community.
- Initiate customer engagement to maximize access to Library resources and information.
- Promote and market the Library Service through the Website, Facebook, and other methods.
- Provide leadership and direction to support the development of a positive team culture.
- Assist and support customer access to both front of house and online Library resources / facilities.
- Develop community engagement and learning programs to target key priority groups.
- Develop and foster relationships with other Council departments, community groups, schools and external organisations including service providers and vendors.
- Contribute to the development of Library collections, services, and programs to best meet community needs.
- Oversee a range of programs, to engage early years children, young adult, adult and seniors, including those with disabilities.
- Develop, implement, and evaluate programs related to literacy, digital literacy, and STEM.
- Develop and deliver presentations to small groups such as community groups and schools as required.
- Facilitate effective working relationships between staff across the library service.
- Develop and foster positive relationships with customers.
- Document and maintain efficient and effective operational procedures and practices.

Operations

- Undertake circulation and front-of-house duties as rostered and required.
- Contribute to the provision of positive leadership for staff, casuals and volunteers.
- Oversee a range of adult and youth programs to engage the community in lifelong learning.
- Oversee outreach services such as the pop-up Library at community and school events.
- Develop and maintain promotional materials for Library programs.
- Liaise with internal and external stakeholders for the production and supply of promotional materials.
- Contribute to the Library's social media presence by providing material for marketing.
- Maintain promotional displays and ensure professional presentation of Library presence.

- Support the implementation of organisational objectives in accordance with plans, policies, procedures, and guidelines approved by the library leadership team.
- Liaise with the Library Technician on developing a range of programs which engage library users in digital literacy and transformative technology-based programs.
- Assess, develop and deliver online programs as part of Library outreach programs.

Administration

- Contribute to Library strategic planning.
- Work collaboratively with the Library Coordinator and other Library staff to develop and implement service improvements consistently across the service.
- Contribute to the development of Library collections, services and programs which meet community needs.
- Ensure accuracy of customer service and operational processes and work guidelines.
- Effectively manage projects to deliver key performance outcomes.
- Provide statistical information for reporting on and evaluating programming and events.
- Collate accurate statistics to meet statutory obligations including the State Library NSW and Council reporting requirements.
- Monitor budget within any area of responsibility and act on any concerns identified.
- Contribute to monthly reports in a timely manner.
- Undertake banking and cash handling.

Communication

- Support staff understanding of Library policies, procedures and practices.
- Train staff in the use of Library services, programs, and general IT systems as required.
- Oversee the delivery of programs, supporting team members who assist with the delivery of any given program (aim for optimal individual and team performance every time).
- Support a positive team culture.
- Communicate to the broader Library team providing timely information to support effective service provision, consulting on and communicating any changes in policies, procedures, practices, shifts, etc relating to program delivery.
- Support and facilitate team meetings.
- Maintain effective working relationships with organisations and service providers including relevant community groups and schools.
- Actively participate in relevant networks to maintain current professional knowledge.

Other

- Undertake other duties as directed by the Library Coordinator (additional directed duties will be in accordance with the employee's range of skills, competence, training and/or experience).

You will contribute to a customer focused approach to service delivery by:

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city, having an ability to promote these outcomes in this role.
- Listening to customers, understanding that customer experiences are multi-faceted.
- Recognising that customers' perceptions are their reality. Create processes to capture customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensuring value is delivered to customers through a commitment to cooperation among employees from different functions and departments.
- Responding to (and resolving) Customer Requests and enquires in a timely and customer focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Always acting courteously and professionally towards customers.
- Managing difficult situations and conflicts calmly and professionally.

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

You will contribute to an effective organisation by:

- Monitoring the external environment to identify any potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making.
- Supporting business excellence and continuous improvement practices.

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation.
- Maintaining a 'value for money' attitude, through efficient and effective use of resources.
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

You will adopt a teamwork approach by:

- Performing an active role in the library team to achieve Library objectives.
- Engaging in regular communication and co-operation with team members.
- Understanding that Council Staff are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with: the NSW WHS Act 2011, WHS regulations, Council's WHS Framework.
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training under the guidance and direction of the Library Coordinator.

Employees shall have reasonable and equitable access to education and training to enable them to acquire the range of skills they required for positions they are appointed to.

Position and Person Specification

Essential

- Appropriate Library and Information Science qualification relevant to the position. For example, eligibility for professional membership of the Australian Library and Information Association (ALIA). Equivalent relevant experience and qualifications, such as delivering programs and events, will be highly regarded.
- Excellent communication and interpersonal skills.
- Demonstrated leadership skills with the ability to motivate and work well with colleagues.
- Demonstrated time management skills.
- Demonstrated effective written and oral communication skills.
- Demonstrated experience in devising and implementing events and public education programs.
- Demonstrated ability to work effectively with a range of relevant stakeholders.

- Australian Federal Police Check.
- Working with Children's Check.
- Current Class C Drivers Licence.

Desirable

- Working knowledge of new technologies, current trends in Library programs and industry best practice regarding web-based resources and social media applications.
- Experience with the Libero Library Management System.
- Current First Aid Certificate.

Acceptance of Position Description

Approved: General Manager	Signature: 	Date: 20/05/2024
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I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

Accepted: Employee Name	Signature:	Date:
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