



Position Description

Position title: Library Programs and Learning Officer
 Position code: 365
 Reports to: Coordinator Community Learning and Programs
 Department: Libraries and Customer Service
 Salary level: General Officer Level 3 (South Australian Municipal Salaried Officers Award / Office Enterprise Development Agreement)
 Special conditions: A current Working with Children Check and a current National Police Certificate are required, and the incumbent must undertake Child Safe Environments Training every three years. Must be able to travel between work sites when required.

AHC Positions	Employees of Adelaide Hills Council (Council) are working together to build the community through leadership, community involvement, commitment to service and continuous improvement. In performing their daily tasks, Council employees will be community focused and committed to high quality customer service as defined in the Customer Service Framework.
Purpose	This position is responsible for the development and delivery of innovative Library programs, events and activities that support lifelong learning, and meet the needs and expectations of the community, with a key focus on children and youth. Additionally, this position provides senior level customer service across library branches/service points.
Judgement and Decision Making	This position works within a dynamic, service focused environment with ongoing changes. The incumbent will need to make judgement-based decisions within the parameters of established policies and procedures and being cognisant of the Coordinator Community Learning and Programs' expectations.
Number of employees supervising	Nil
Prescribed Position - Child Safe Environments	This position is a prescribed position. As part of Council's Safe Environments Policy it is necessary for the incumbent to hold a Working with Children Check and undertake child safe environments training every three years.
Authority and Budget	<ul style="list-style-type: none"> Undertake tasks as governed by clear objectives and/or budget constraints Act in relation to WHS/risk management matters within area of responsibility Approve expenditure within approved budget allocations in accordance with Council's Procurement Policy and Framework and Staff Financial Delegations
Customers Indicate the people (internal and external) this job provides a service to	<p>Internal</p> <ul style="list-style-type: none"> Library and Customer Service team, all other Council departments, and staff. <p>External</p> <ul style="list-style-type: none"> The Adelaide Hills Community, including residents, land-owners, business owners and operators, visitors, workers, students and volunteers, other 'One Card' libraries and their customers, community organisations, schools, early learning centres and preschools, government agencies.
Suppliers Indicate the people (internal and external) that provide input to this job	<p>Internal</p> <ul style="list-style-type: none"> Other service areas within the organisation, volunteers <p>External</p> <ul style="list-style-type: none"> Public Library Services and Libraries Board, Community groups and individuals, contractors and suppliers.
Work Health and Safety	<p>The Worker has a responsibility, under the Work Health and Safety Act 2012 SA, Section 28 Duties of Workers, to ensure their own health and safety, and that of their fellow workers, whilst at work.</p> <p>This includes but is not limited to:</p> <ul style="list-style-type: none"> referring to information contained in the Council's WH&S and Return to Work Policy.

	<ul style="list-style-type: none"> • taking reasonable care for their own health and safety and that of others whilst at work so as not to endanger the workers own safety or the safety of any other person at work, including ensuring that no alcohol or drugs are consumed. • obeying reasonable instructions of the Person Conducting a Business or Undertaking (PCBU, formally employer) in relation to health and safety at work. • actively implementing and working within Council’s WH&S & RTW Policy and WHS procedures and safe operating procedures. • actively contributing to consultative and participative arrangements for the management of WHS & RTW. • using personal protective equipment provided for health and safety purposes and reporting malfunctioning or faulty equipment. • not interfering with or misusing items or facilities provided in the interest of health and safety. • discussing and reporting hazards, injuries and incidents, in accordance with Council procedures, with their immediate People Leader/Manager.
Discussions on Professional and Personal Development; and Goal Setting and Monitoring	<p>Professional and personal development is encouraged and supported through a performance and development planning process.</p> <p>This includes participating in discussions to plan work priorities and also to monitor progress against those goals.</p>
Continuous Improvement	<p>Adelaide Hills Council has a culture of continuous improvement in service provision and business operations. All employees participate in formal and informal improvement initiatives as part of their day to day role and are encouraged to be innovative and creative.</p>
Service Values	<p>Five values underpin our customer service approach. They guide our behaviours, service standards and competencies and form the basis of our commitment to the community. They include:</p> <p>Available we make it easy for our customers and colleagues to reach us.</p> <p>Helpful we are approachable and always willing to assist our customers and each other. We share our knowledge and commit to dealing with our customer queries responsibly.</p> <p>Empathetic we listen to the needs of our customers and colleagues and appreciate each other’s point of view.</p> <p>Responsive we are responsive to the needs and requests of our colleagues and customers. We keep them informed at all times so they know what to expect from us.</p> <p>Reliable we are honest, accurate and consistent in all that we do.</p>
Records Management	<p>The incumbent is responsible and accountable for adequately managing corporate records they create and receive according to relevant policies, procedures and legislation and within the required Council system/s.</p>
Selection Criteria	<ol style="list-style-type: none"> 1. Demonstrated understanding of, commitment to and alignment with our service values. 2. Demonstrated commitment to outstanding customer service and the improvement of the customer’s experience. 3. Tertiary qualifications in education, library, or information studies (up to diploma level) or other related field or demonstrated experience, expertise, and competence sufficient to perform the duties required. 4. Ability to plan, develop and deliver library programs and events for children. 5. Sound knowledge of children’s literacy and early childhood development. 6. Highly developed interpersonal and communication skills in individual, small group and larger public presentation environments. 7. Demonstrated ability to self-organise, work independently, and meet deadlines. 8. Well-developed readers’ advisory skills. 9. Ability to relate and engage with a diverse range of people. 10. Demonstrated experience and competence in the use of information technology and a confident approach to emerging technologies including digital resources.

(Note: Under Education and Experience and Skills and Knowledge, a requirement will only be listed once although it may apply to more than one KRA)

Key Result Area (KRA) The most important parts of this job	Outcomes The things to be achieved in each KRA	Education and Experience Qualifications and experience required to do this job	Skills and Knowledge Skills, knowledge and abilities required to do this job
1. Develop and deliver high-quality programs and activities for children that support literacy development and meet community needs and expectations.	1. Plan, develop, deliver, and evaluate regular early childhood library programs (Baby Bounce and Rhyme, Action Rhymes and Preschool Storytime). 2. Plan, develop, deliver, and evaluate activities and events for children, including School Holiday Programs. 3. Promote and participate in national and state programs and initiatives such as National Simultaneous Storytime, Summer Reading Club, Book Week and Science Week. 4. Oversee and assist volunteers that assist with children’s programs.	1. Tertiary qualifications in education, library, or information studies (up to diploma level) or other related field or demonstrated experience, expertise, and competence sufficient to perform the duties required.	1. Ability to plan, develop and deliver library programs and events for children. 2. Sound knowledge of children’s literacy and early childhood development. 3. Highly developed interpersonal and communication skills in individual, small group, and larger public presentation environments. 4. Demonstrated ability to self-organise, work independently, and meet deadlines. 5. Ability to be creative, innovative, and flexible and readily accommodate change.
2. Support and promote the development of early childhood literacy.	5. Liaise and engage with a range of stakeholders (such as Child and Family Health Services early parenting groups, kindergartens, and schools) to extend the reach of library services and programs. 6. Increase community awareness of and access to the Children, Youth and Parenting collections and programs. 7. Communicate the importance of early childhood literary experiences through programs and general advice.		6. Well-developed readers’ advisory skills. 7. Ability to relate and engage with a diverse range of people.
3. Support the development and delivery of lifelong learning programming, events and activities in the community by being an active member of the Community Learning and Programs Team.	8. Provide input to the development of literacy and learning strategies. 9. Contribute to the delivery of other library programs, activities and events as needed. 10. Contribute to the delivery and support of Digital Literacy programming as	2. Experience in contributing and being an active member of a high performing team.	9. Understanding of the philosophy, role, and purpose of a public library. 10. Ability to monitor programs and events and coordinate data collection.

	required.		
4. Deliver excellent customer service, at a senior level, across Library branches and service points.	11. Customers are supported and educated to access a range of local and state-wide library resources, systems and facilities including but not limited to: <ul style="list-style-type: none"> • One Card • Information technology and eResources 12. Word processing, printing, email, photocopying, and scanning	3. Demonstrated experience and competence in the use of information technology and a confident approach to emerging technologies including digital resources.	13. Excellent active listening skills with the ability to ask questions, understand concerns and resolve challenging customer interactions. 14. Good communication and interpersonal skills. 15. Professional phone manner and the ability to communicate with a diverse range of customers. 16. Good understanding of information resources including online information and e-Resources

POSITION DESCRIPTION AGREED			
People Leader: Employee: Organisational Development:	Sign:	Print Name:	Date:

Job Requirements Guide

Frequency guide

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|---|--|
| 1. Constant (ongoing, occurs daily) | 2. Frequent (occurs 1-2 times daily) |
| 3. Occasional (occurs 2-4 times per week) | 4. Infrequent (occurs once per week or less) |

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y	✓				
Walking	Y	✓				
Sitting	N	✓				
Bending /twisting the back	Y	✓				
Bending /twisting the neck	Y	✓				
Kneeling/squatting/ crouching	Y	✓				
Climbing e.g. stairs/steps/ladders	N				✓	
Reaching forward /sideways >30 cm	Y	✓				
Working with hands above shoulder height	N			✓		
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y		✓			
Pushing/pulling/dragging	Y		✓			
Gripping/grabbing	Y		✓			
Fine hand coordination	Y	✓				Keyboard typing
Holding/supporting any object or person	N				✓	

Environmental						
Work in an indoor/outdoor environment	Y	✓				Very frequently outdoor for programs
Work at heights	N				✓	
Work in confined spaces	N				✓	
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	✓				
Exposure to noise	N		✓			
Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N				✓	
Exposure to fumes/dust	N				✓	
Managing security/private information	Y	✓				

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	✓				
Dealing with highly emotional/ conflict situations	Y			✓		
Dealing with difficult/complex negotiation of a personal nature	Y				✓	
Working in a team requiring maintenance of relationships/ communication with others	Y	✓				
Working in isolation or with limited interpersonal interactions/ supervision	N				✓	
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions	Y	✓				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	✓				

