

<b>Directorate:</b>	Community & Culture	<b>Department:</b>	Library and Museum Services
<b>Position Grade:</b>	12	<b>Reports to:</b>	Coordinator Outreach & Programs
<b>Last review:</b>	March 2019	<b>Next review:</b>	July 2020
		<b>Version No.:</b>	1.0

**Position purpose:**

To lead, support and co-ordinate Children's Programs and oversee the planning, development and delivery of customer-focused outreach activities to meet the needs of children in the Liverpool community.

**Key accountabilities/responsibilities:**

Responsibilities include:

- 1) Implementing and supporting the development of the Library's vision, mission and plans, delivering quality and customer-focused outreach programs and services to children, and supporting effective partnerships with schools and other stakeholders working with children in the Liverpool Library Service.
- 2) Regularly consulting management, specialist and branch staff and the community on Children's Program policies and priorities, and developing and delivering Children's Outreach Policies and annual programs in line with consultation outcomes and documented standards approved by Library management.
- 3) Promoting continuous improvement, developing program partnerships with schools, child care and community stakeholders, co-ordinate class visits, seeking grant funding, and co-ordinating promotional campaigns to address the needs of children.
- 4) Leading Children's Programs to develop and deliver quality services to customers through regular staff meetings and work reviews; annual work plans and through regular communication.
- 5) Reviewing and reporting to the Coordinator Outreach & Programs on the performance of Children's Programs and partnership activities within the allocated budget.
- 6) Managing and supervising designated "Children's areas" and the workflow of Children's Program services so that services are made available to customers in line with documented and management-approved time lines and service standards.
- 7) Developing, maintaining and promoting children's resources and services, including website and e-resources, in consultation with staff, and within the allocated budget.
- 8) Maintaining records and statistics to evaluate the community's use of Children's Programs and activities on an ongoing basis to support recommendations to Library management as appropriate.
- 9) Actively participating in staff support, engagement and development activities including induction, recruitment, training (in line with the Library and Council Training Plans) and performance management.
- 10) Co-ordinating and reporting to the Coordinator Outreach & Programs on the development and delivery of training and communications to library staff concerning Children's Programs, policies and procedures.
- 11) Performing other duties as required from time to time including co-ordinating volunteers
- 12) Provision of direct customer support as required across the library network including night shift and weekend work.
- 13) Implementing Council's WHS policy. Lead and support staff in addressing WHS issues in line with the policy.
- 14) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

**Decisions made in the position:**

- 1) Oversight of junior collections within allocated budget
- 2) Administrative policies within the Library Children's Programs
- 3) General customer service decisions

**Decisions referred:**

- 1) Children's Programs policy and Budget priorities
- 2) Program Policy and Procedure decisions
- 3) Communication and Training Programs and priorities
- 4) Matters requiring escalation

**Key issues/challenges:**

- 1) Continuously improving services to customers in co-operation with other Community Outreach & Programs staff.
- 2) Engaging staff and customers to identify needs so as to provide relevant resources and activities, including online resources and services.
- 3) Integrating and co-ordinating across library branches.
- 4) Selecting and arranging activities for children including early childhood programs and school holiday activities.
- 5) Understanding of the target audience and knowledge of how to reach and communicate with this group.
- 6) Digitising, maintaining and enhancing library Children's Programs systems.
- 7) Developing innovative library Children's Programs and partnerships.
- 8) Supporting effective change management initiatives and supporting the development of the Library Service to reflect changing community requirements.
- 9) Providing quality customer services, training and communications.
- 10) Developing and updating library policies and procedures.
- 11) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

**Key working relationships:**

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|---|---|--|
| <ul style="list-style-type: none"> <li>• Coordinator Outreach &amp; Programs</li> </ul>   | <ul style="list-style-type: none"> <li>• Council staff</li> </ul> | <ul style="list-style-type: none"> <li>• Schools, Children's services</li> </ul> |
| <ul style="list-style-type: none"> <li>• Manager Library &amp; Museum Services</li> </ul> | <ul style="list-style-type: none"> <li>• Library staff</li> </ul> | <ul style="list-style-type: none"> <li>• Community</li> </ul>                    |

**POSITION SPECIFICATION**

**Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.**

**ESSENTIAL CRITERIA**

**Qualifications/Licences**

- Completion of degree or post graduate-level Library and Information Studies, conferring eligibility for associate membership of the Australian Library and Information Association. Or relevant tertiary qualifications in a related discipline.
- Class C Drivers Licence
- This position is subject to a working with children check. Please provide your current working with children check verification number

**Experience**

- Experience working in a public library and a customer service environment.
- Experience in formulating and drafting new policies, procedures, programs and reporting processes.
- Ability to plan, resource and implement promotional activities in the area of Children's Programs.
- Contributing to strategic planning and the development of business plans.
- Proven experience in supervising a service, including the provision of quality Children's Programs.

**Knowledge and Skills**

- Excellent written, verbal and interpersonal communication skills; Strong administration and customer service skills.
- Capacity to engage and build rapport with children and carers.
- Knowledge of Library Management Systems, digital technology and corporate systems.
- Specialised knowledge in Children's Programs and Collections, community development and submission writing.
- Strategic planning and management and budget control.
- Problem solving, time management, program development and decision-making skills.
- Team building, leadership and development skills, including staff training, support and development skills.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multicultural diversity.

**DESIRABLE CRITERIA**

**Qualifications/Licences/Experience/Knowledge and Skills**

- Strong understanding of public library environments including the roles, development and trends of public libraries.
- Ability to integrate new technology into Children's promotional programs, knowledge of XML, and current trends in library technologies.
- Knowledge of NSW school curriculum.

**LIVERPOOL  
CITY  
COUNCIL**



## **Our vision:**

**Aspiring to do great things – for ourselves,  
our community and our growing city.**

## **Our values:**

**Ambitious**

**Authentic**

**Collaborative**

**Courageous**

**Decisive**

**Generous**