

Directorate: Community & Culture

Department: Library and Museum Services

Position Grade: 8

Reports to: Coordinator Outreach and Programs

Last review: May 2022

Next review: May 2024

Version No.: 2

Position purpose:

To support and deliver best-practice Library and Outreach programs through planning, delivery, evaluation, and communication; Provide direct customer service and enhance customer engagement.

In particular, the role will have a strong focus on the development and delivery of programs and services, aimed at enhancing literacy skills, supporting education and lifelong learning, and providing valuable recreational and cultural opportunities.

Key accountabilities/responsibilities:

Responsible for:

- 1) Implementing and supporting the development of the Library and Museum vision, mission and plans, deliver quality and customer-focused programs and support communications within the library service.
- 2) Supporting the Programs and Outreach team to develop and deliver programs, events and services across Liverpool City Libraries, including regular and special programs for children, youth and adults, that are reflective of the Liverpool community.
- 3) Support cooperative relationships with identified Council, government and community groups to sustain and grow engagement in library and museum programs and services.
- 4) Maintaining records and statistics and evaluating programs and activities on an ongoing basis to make recommendations to the Programs and Outreach team as appropriate.
- 5) Reporting of data and statistics as required, including library engagement data.
- 6) Supporting the Programs and Outreach team on the development and delivery of training and communications to library staff concerning Programs and Outreach procedures to ensure quality services and engagement.
- 7) Supporting the Programs and Outreach team to develop and deliver quality services through regular staff meetings and work reviews; annual work plans and through regular communications.
- 8) Participate in the development and implementation, review and maintenance of systems and procedures.
- 9) Represent Liverpool City Library at outreach events.
- 10) 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.
- 11) Liaise and partner with stakeholders in the development of library initiatives
- 12) Undertake other duties and projects as required from time to time.
- 13) Provision of direct customer support as required across the library network including regular night shift and weekend work.
- 14) Implementing Council's WHS policy. Lead and support staff in addressing WHS issues in line with the policy.

15) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers

Decisions made in the position:

- 1) Day to day administrative decisions within the Programs and Outreach team.
- 2) General customer service decisions.

Decisions referred:

- 1) Matters requiring escalation.

Key issues/challenges:

- 1) Engaging staff and community in Library and Museum programs and services.
- 2) Supporting specialist staff in the provision of quality programs, including online resources and services.
- 3) Engaging staff and customers through online resources and communication.
- 4) Direct delivery of diverse and relevant programs across demographics.
- 5) Providing quality customer services, training and communications, including cash handling.
- 6) Implementing library policies and procedures.
- 7) Ensuring that day-to-day duties are completed on a timely basis and that arranged deadlines are met.
- 8) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

Key working relationships:

- Coordinator Outreach and Programs
- Council and Library staff
- Manager Library and Museum Services
- Community

POSITION SPECIFICATION

ESSENTIAL CRITERIA

Qualifications/Licences

- Completion or progress towards completion of a Diploma in Library and Information Services or equivalent, recognised by the Australian Library and Information Association (ALIA) or related tertiary qualifications.
- Current Class C Drivers Licence.

Experience

- Demonstrated experience delivering educational or recreational public programs for diverse audiences.
- Experience working in a public library and a customer service environment.
- Ability to collect and process data to evaluate and report on.
- Ability to engage and develop rapport with library stakeholders.
- Demonstrated ability to participate as an effective team member.

Knowledge and Skills

- Sound knowledge of and ability to effectively communicate and engage with diverse demographics, including internal and external stakeholders.
- Demonstrated strong commitment to a customer focused service.
- Well-developed digital literacy skills.
- Excellent written, verbal, and interpersonal communication skills; Strong administration and customer service skills.
- Knowledge of Library Management Systems, digital technology, and corporate systems.
- Problem solving, time management and decision-making skills
- Team skills, including staff support and development skills
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multicultural diversity.
- Good understanding of public library environments includes the roles, development and trends of public libraries.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Experience working with diverse communities.
- Experience working with volunteers.

- Ability to speak a second language.
- Knowledge of and interest in literacy and libraries in a modern context.

**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