**Position Description and Performance Agreement**

**Library Officer - Community Engagement**

<table>
<thead>
<tr>
<th>Position No:</th>
<th>SS090LS</th>
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<tr>
<td>Position Classification:</td>
<td>Grade 8</td>
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<tr>
<td>Status:</td>
<td>Full Time</td>
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<tr>
<td>Position Revised on:</td>
<td>June 2020</td>
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<tr>
<td>Position Written by:</td>
<td>Manager Cultural Services</td>
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<td>Division:</td>
<td>Support Services</td>
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<td>Branch:</td>
<td>Cultural Services</td>
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<tr>
<td>Reports to:</td>
<td>Local History Librarian</td>
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<tr>
<td>Incumbent:</td>
<td></td>
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<td>Start Date:</td>
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<td>Special Conditions:</td>
<td>Subject to Working With Children Check Participation in a weekend roster or evening work may be required or negotiated with incumbents in accordance with Award provisions. The flexibility to work from either Hawkesbury Central Library, Windsor or Richmond Branch Library.</td>
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1 **POSITION PURPOSE**

1.1 To participate in the delivery of responsive, high quality, friendly and efficient Library services and programs, relevant to the needs of the Hawkesbury community.

1.2 To work collaboratively with colleagues in the Cultural Services Branch to achieve goals.

1.3 This Position Description is indicative of responsibilities and outputs. The role is dynamic. Continuing development, change and enhancement of processes, practices, knowledge, skills and behaviours is highlighted and expected by Hawkesbury City Council. People and jobs develop over time and this position description is intended to facilitate this (as a living document), where the incumbent’s active involvement in this endeavour is a critical element.

2 **KEY ACCOUNTABILITIES**

2.1 Lead, deliver and promote relevant programs to increase community awareness of Library services.

2.2 Develop constructive and productive partnerships with community groups, organisations, businesses and institutions, as identified by Supervisor, to assist in the implementation of Library programs in order to increase community engagement.

2.3 Participate in Library roster, providing excellent service to ensure high rates of customer satisfaction.

2.4 Assist the Local History Librarian to make relevant collections, including fiction, DVDs and Local Studies and encourage interest.
3 KEY DUTIES AND RESPONSIBILITIES

3.1 Lead, deliver and review relevant programs for a range of target groups and work collaboratively with other staff delivering programs in the library.

3.2 Follow up on recommendations from Supervisor, Coordinator and senior staff, for innovative Library programs.

3.3 Liaise with external facilitators, organisations and groups to identify and develop partnerships and opportunities to deliver literary and other related programs.

3.4 Maintain the LINCS community database and ensure that the Hawkesbury Library website event’s section is regularly updated.

3.5 Participate in promotional activities, such as Pop-ups, within the library, museum and gallery as well as externally required.

3.6 Update and maintain relevant library event information using online booking systems, multiscreens, digital newsletters, as required.

3.7 Undertake promotional and publicity activities associated with the delivery of programs, promotions and services through the use of digital and social media and more traditional methods.

3.8 Coordinate library displays.

3.9 Collect and maintain evaluation data; including participation statistics and participant feedback.

3.10 Photograph library activities, maintain photographic records and associated photograph permission forms.

3.11 Ensure the successful delivery of activities through effective communication with library staff, volunteers and supervisor during all stages of program planning and organisation.

3.12 Assist the Community History Librarian with programs, promotions and collection management activities associated with the Local Studies Collection.

3.13 Undertake tasks associated with the general operations of the library including regular deskshifts and daily setting up.

3.14 Undertake record keeping in Council’s electronic record management system (ECM), so that Library program records can be efficiently retrieved.

3.15 Adhere to corporate policies and procedures.

4 POSITION CRITERIA

4.1 Essential qualifications:
- Diploma of Library and Information Services or equivalent relevant qualification or extensive experience such as teacher’s aide experience

4.2 Essential Licences and/or Certificates:
- Class C Drivers Licence
- Working With Children Check number (WWC)

4.3 Essential Experience:
- Experience in developing and delivering programs for diverse audiences
- Experience in promotion, including using a range of print and digital media tools
- Demonstrated ability to work effectively in a team and independently
- Demonstrated ability to deliver quality customer service, contribute to service improvements and adapt to change
- Skills in writing in a succinct, accurate and customer focused manner
- Proficiency with Microsoft Office Suite and ability to become skilled with unfamiliar software and technology in general
- Experience with database management
- Demonstrated understanding of Equal Employment Opportunities and Work Health & Safety requirements, including risk assessment of activities and tasks
4.4 Personal Attributes:
- Good interpersonal and presentation skills with the ability to deliver a variety of programs to a diverse audience
- Good time management, planning, administrative and organisational skills
- Committed to providing quality customer services
- Flexibility to work on varied tasks concurrently
- Initiative and problem solving skills
- Accuracy and attention to detail
- Flexibility to work weekends and evenings to present occasional out of hours programs

4.5 Desirable Skills/Experience:
- Previous public library experience
- Previous promotions experience
- Interest in local studies

5 CORPORATE VALUES
5.1 To take every action to embrace Council’s values of:
- Professional – We set clear goals, measure results and seek to improve
- Engaging – We value open and clear communication
- Ethical – We behave with integrity
- Collaborative – We work together

6 CORPORATE ACCOUNTABILITIES
6.1 • To ensure compliance with relevant legislation and statutory requirements
• To adhere to relevant delegations and council policies and procedures, including those related to Council’s Code of Conduct.
• To understand and respond to the needs of our customers in accordance with Council’s Values and Customer Service Charter.
• To identify obsolete and inefficient practices and recommend changes where appropriate.

7 WH&S RESPONSIBILITIES
7.1 Hawkesbury City Council is committed to ensuring the health and safety of all who contact our works. As a Self Insurer, Hawkesbury City Council has in place a comprehensive Work Health Safety and Injury Management (WHS&IM) System. This System provides processes and procedures for workers and visitors to manage health and safety in the workplace.
As an employee of Council, there are certain responsibilities, authorities and accountabilities (RAAs) which are identified as part of the terms and conditions of your employment. RAAs are supported by Council’s WHS&IM System Element 001 WHS Responsibilities which identifies actions to be taken, and the standards to be achieved. These RAAs are non-negotiable in terms of compliance.
8 PERFORMANCE AGREEMENT
8.1 I am fully aware of the terms of this position description and I agree to deliver the requirements of the key result areas to the best of my ability. I acknowledge that my performance will be assessed at least annually in accordance with Council’s Employee Planning and Review process.

9 ACKNOWLEDGEMENT
9.1 I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that my duties may be varied from time to time, with consultation, to ensure that it remains relevant and up to date.

Manager ___________________________ Date ___________________________

Privacy Notice
Council is bound by the provisions of the Privacy and Personal Information Protection Act 1998, in the collection, storage and utilisation of personal information provided in this form. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained and may be available for public access and/or disclosure under various NSW Government legislation.

General Information
This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. Employees can therefore expect to undertake other duties to those identified.