

# Position Description



## Job Details

Job Title: Senior Innovative Programs Officer  
Reports to: Learning Experience Team Leader  
Group: City and Community Services  
Position Number: CL0397  
Grade: 6  
Date: December 2020  
Objective Doc Ref:

## Position Purpose/Job Summary

Fairfield City Open Libraries consists of five library sites (Cabramatta, Bonnyrigg, Fairfield, Wetherill Park and Smithfield) which provide equitable, accessible, cost effective and efficient services to meet the leisure and information, lifelong learning and entertainment needs of the Fairfield City community. The Senior Innovative Programs Officer is an integral part of the Learning Experience Team and will lead the Innovative Programs Team which is responsible for developing and delivering transformative technology programs to the community, to build digital literacy skills.

Senior Innovative Programs Officer will:

- Lead a small team to provide digital literacy programs to the community and local businesses.
- Provide creative programs through Council's technology hubs such as Studio 2166, Lab LX and Lab LX STEAM.
- Provide digital literacy programs such as introduction to filmmaking, mixed realities, introduction to computing, code clubs and new emerging technologies.
- Plan and deliver innovative and creative life-long learning programs that promote access and engagement for our diverse multicultural community, while supporting the Library's vision and goals.

## Selection Criteria - Knowledge, Skills, Qualifications and Experience required

1. Bachelor Degree in Teaching, Information Technology, Library and Information Services, Creative Industries or other relevant discipline.
2. Extensive experience in the development and delivery of digital programs.
3. Experience in leading and managing a small team.
4. An enthusiastic and engaging approach to providing excellent customer service to a diverse range of people and demonstrated experience in a public library setting.
5. Well-developed knowledge and skills with emerging technologies and the ability to train staff

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and assist customers in the use of such technologies.

6. Experience in contributing and creating a positive and supportive work environment, with a high level of teamwork, supervision, and upskilling of staff with program development and delivery.
7. Proven ability to plan and deliver community learning workshops and programs for diverse audiences and ability to implement and maintain software applications and IT hardware.
8. Well-developed verbal and written communication and interpersonal skills.
9. Demonstrated ability to manage competing priorities and tasks.
10. Proven ability to work in a team environment and strong conflict resolution skills.
11. Current Class C Drivers Licence.
12. Current Working with Children Check.

### Desirable

1. Certificate IV in Training and Assessment.
2. Experience working with video content platforms and integration across digital channels.

## Key Accountabilities – Position Specific

1. Accountable and responsible for strategically planning for the provision of high quality services, learning programs and events to meet the needs of people in the community. Including the day-to-day operations of the "Creative Space;" while delivering excellent customer service and technical support for programs.
2. Establish, develop and maintain collaborative partnerships with library staff, staff in other Council departments, local business, community, school and cultural organisations.
3. Keep up up-to-date with technological developments and advise of emerging trends that may be included in the delivery of community learning programs to a range of demographic groups.
4. Develop and use survey and evaluation tools to measure, evaluate and report on program performance as required.
5. Develop and manage new community programs, which are aligned with the library's aims and objectives.
6. Develop and implement effective publicity and marketing strategies, including for the Library Calendar of Events.
7. Fully participate in the delivery of Library programs and events as well as the promotion and marketing of all library programs, collections and services.
8. Assist in the research, preparation and writing of reports and grant submissions.
9. Perform the role of Officer in Charge as required, providing supervision, support and advice to staff rostered at library service points.
10. Oversee the community's use of spaces and digital equipment to ensure effective utilisation of resources.

# Position Description



11. Carry out other duties as requested by library management, noting that duties vary to meet the changing needs and demands of the service.

<b>Key Accountabilities – Core</b>
1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council.
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time.
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council.
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

<b>Reporting Relationships</b>
Direct: Nil
No. of Indirect: Nil

<b>Key Relationships</b>	
<b>1 Internal</b>	
Communicating with	Nature of Communication

# Position Description



Culture and Business Enterprise Coordinator or Learning Experience and Programs Team Leader	Fortnightly 1:1 meetings
Learning Experience and Programs Team	Monthly meetings, daily face to face interactions and/or by telephone
Council staff	In developing partnerships to deliver programs and promote library services plan
Community Engagement Team	Input into Social Plan and Management Plan and current projects in action
Council's Corporate Support	Events calendar submissions
	Promotion and Marketing
	Finance, HR, Risk Management, Administration and Communications Team

# Position Description



## Key Relationships

### 2 External

Communicating with	Nature of Communication
People and organisations within the community	Networking, attending meetings, festivals and events
Community members	Customer service at libraries

## Position Dimensions

Budget: Nil  
Operating: Nil  
Staffing: Nil  
Delegation: Nil

## Decision making Authority & Accountability

1. The City Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1.
2. Developing and implementing project evaluation to contribute to continuous improvement in outcomes.
3. Day to day decisions relating to Library Services based on established policies and procedures.
4. Day to day decisions regarding staff management and resource allocation.
5. Authority to make decisions relating to customer service.

### ***Decisions made in consultation***

1. Consultation with Education and Programs Team Leader and/or Culture and Business Enterprise Coordinator or Manager Library, Museum and Customer Services should take place when issues are not covered by existing policies and procedures and/or could have possible adverse impacts on the Library.
2. Contribution to the Library's Service Plan.
3. Strategic direction of Library Services in line with the direction of Manager Library, Museum and Customer Services.
4. Receives direction on goals to be achieved from the Education and Programs Team Leader and/or Manager Library, Museum and Customer Services.
5. Long term planning for improvements to the Library's services.

# Position Description



## Problem Solving

The level of judgment needed in this position requires being a subject expert in the area of Community Services and Information Technology. Typical challenges that the Supervisor Innovative Programs may face include:

1. Identifying and ensuring that potentially sensitive or controversial issues are flagged and discussed with the Education and Programs Team Leader and Manager Library, Museum and Customer Services.
2. Managing Community members to ensure that staff can make maximum contributions to the achievement of the Library's plans.
3. Managing day-to-day work priorities, the challenges associated with running Library Services projects and meeting project deadlines and required outcomes.
4. Resolving issues relating to staff management in relation to customer service and providing constructive feedback.
5. When providing or working in customer service area a wide range of issues can occur from children left in the Library to people with mental illness – a high level of interpersonal and conflict resolution skills are required and a knowledge of legal obligations regarding privacy, civil liberties and other relevant laws and acts including Council's *Code of Conduct*.
6. Dealing with conflicting priorities especially with external organisations.

## Competencies

Performance in this role is also assessed on 'how' staff achieve their goals, based on the same behavioural expectations for all staff. An individual Work Plan, based on your position description will be established in partnership with your supervisor. Your supervisor will meet with you on a regular basis to ensure that you are performing as expected or assign some training to improve performance if needed.

## Signature

<b>Employee:</b>	<b>Signature</b>	<b>Date</b>
<b>Authorised by: (Manager)</b>	<b>Signature</b>	<b>Date</b>