

Position Description



Job Details

Job Title: Innovative Programs Officer
Reports to: Learning Experience Team Leader
Group: City and Community Services
Division: Fairfield City Open Libraries
Position Number: CL0327
Grade: 4
Date: February 2021
Objective Doc Ref:

Position Purpose/Job Summary

This role is responsible to plan, develop and deliver a range of innovative public programs and events across Fairfield City Open Libraries in collaboration with the Learning Experience Team and provide support and direction to staff delivering programs and events to the community and business.

Fairfield City Open Libraries has modern digital creative technology hubs including audio suites, green screens suites, VR studio, Lab. LX and Lab LX STEAM.

As an educator the role will develop and deliver transformative technology programs to the community and businesses to build digital literacy skills in STEAM, virtual reality, coding, filmmaking, robotics and bots, 3D printers, sound and recording and other emerging technologies.

This position is also responsible to actively seeking opportunities for development of innovative ideas, assess, inform and recommend technological innovation use in the library services as well as in the wider community.

Selection Criteria - Knowledge, Skills, Qualifications and Experience required

Essential

1. An advance Certificate or Diploma in Library Information and Cultural Services, Education, Videographer or other related IT discipline.
2. Knowledge and experience in delivering digital literacy programs such as STEAM, virtual reality, coding, filmmaking, robotics and bots, 3D printers, sound and recording and other emerging technologies.
3. Demonstrated ability in coordinating and delivering technology based programs and events to community and businesses.
4. Demonstrated excellent skills in customer service.
5. Strong communication (written and verbal) and interpersonal skills.
6. Current Employee Working with Children Check (WWCC).
7. Demonstrated ability to apply EEO, WH&S and ethical practice principles and to act with

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probity at all times.

Desirable

1. Certificate IV in Training and Assessment or ability to obtain.
2. Experience in working in Local Government.

Key Accountabilities– Position Specific

1. Involvement in planning, developing, conducting and facilitating the delivery of a regular range of programs, activities and events across each library location that serves the recreational and cultural needs of the Library's customers; and that enhances the Library's reputation as a meeting place for the community.
2. Develop innovative ideas, evaluate technological programs and events, make recommendations and implement systems, plans and policies used in programs and events across library services.
3. Investigate, develop and deliver technological innovation and new library programs and events suitable for the community by interpreting client and customer needs through networks, researching and organising customer surveys.
4. Contribute to the development, implementation and review of the Library's strategic, operational and service plans of the Programs Team.
5. Implement a diverse range of library programs and events at all sites and provide leadership and guidance to Library staff in its delivery.
6. Evaluate and review of programs and events to ensure they remain relevant to community needs and aspirations.
7. Maintain and analyse programs and events records including ensuring Library staff are keeping electronic records of customer attendance and customer and staff feedback for statistical reporting purposes.
8. Identify and maximise programming and event opportunities by ensuring promotional activities, more efficient work practices and developing strategies to engage the community.
9. Develop strong internal and/or external partnerships to lead discussions and deliver of programs and events which includes influencing, cooperation and participation of others.
10. Provide information session to groups as needed.
11. To perform customer service duties as rostered and provide professional reference and information services to Library customers, including participating in general Library use education programs such as tours and presentations.

Key Accountabilities – Core

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

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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.

Reporting Relationships

Direct: Nil

No. of Indirect: Nil

Sites: Cabramatta Library, Bonnyrigg Library, Fairfield Library, Smithfield Library and Wetherill Park Library

Key Relationships

1 Internal

Communicating with	Nature of Communication
Programs Coordinator	Fortnightly 1-1, informal daily contact
Programs Team	Monthly meeting, informal daily contact
Council staff	In order to develop partnerships to deliver programs and promote the library service. Input into Social Plan and Management Plan and current projects in action plan
Council corporate support	Finance, HR, Risk Management, Administration.

Key Relationships

2 External

Communicating with	Nature of Communication
People and organisations within the community	Networking, attending meetings, festivals and events Act as liaison between council & community providers
Other Library staff	Networking, attending meetings, conferences, seminars, workshops Communicate to negotiate desired and proposed programs to meet branch library and community needs

Position Dimensions

As per Delegation of Authority.
Budget: N/A
Operating: N/A
Staffing: N/A

Delegation N/A

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Decision making Authority & Accountability

Decisions made by self

- The City Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in line with the WHSMS and WHS-01.1.1 WHS Responsibility, Accountability and Authority Guideline.
- Authority to select and determine the relevant programs and events to be delivered to the community.
- Develop and implement project evaluation to contribute to continuous improvement in outcomes.
- Authority to make decisions relating to customer service.
- Consult with Library staff and recommend the best course of action on how programs and events are delivered to the community.

Decisions made in consultation

- Consult with the Library's management team when issues are not covered by existing policies and procedures and/or could have possible adverse impacts on the Library.
- Contribute to the Library's Service Plan.
- Receive direction on goals to be achieved from the Programs Coordinator and Manager Library Services.
- Contribute to the long term planning for improvements to the Library's services

Problem Solving

The level of judgment needed in this position requires in the area of program development and customer services. Typical challenges that the Innovation Programs Officer may face include:

- Identifying and ensuring that potentially sensitive or controversial issues are flagged and discussed with the Programs Coordinator.
- Supervising staff whilst on service desk duties to ensure that the service is being delivered is optimal to achieve excellent customer service.
- Managing day-to-day work priorities, the challenges associated with projects and meeting project deadlines and required outcomes.
- Resolving issues relating to staff management whilst on the service desk duties, escalate and provide feedback should issues not be resolved.
- 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.
- 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.

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Signature		
Employee:	Signature	Date
Authorised by: (Manager)	Signature	Date