

Position Description



Job Details

Job Title: Senior Workary Programs Officer
Reports to: Business Enterprise Team Leader
Group: City and Community Life
Position Number: CL0446
Grade: 6
Date: December 2021
Objective Doc Ref:

Position Purpose/Job Summary

The Senior Workary Programs Officer contributes to the development and delivery of the Library's "Workary" coworking service.

In this role the Senior Workary Programs Officer also:

- Supports the development of local education providers, start-ups and businesses.
- Builds relationships with businesses, institutions, individuals and organisations interested in contributing to the development and delivery of the Library's Workary services.

Selection Criteria - Knowledge, Skills, Qualifications and Experience required

Knowledge

- Knowledge of current business practices and principles and associated issues and trends, including disruptive technologies.
- Sound understanding of the Local Government environment and knowledge of relevant opportunities and their application to the Library's Workary service development and delivery

Skills

- Demonstrated ability to contribute to a positive, engaged work environment and to manage competing priorities within deadlines and changes in work priorities.
- A customer first attitude and demonstrated commitment to excellence in customer service provision.
- Proven ability to negotiate and facilitate cooperation and partnership. Strong communication and interpersonal skills with the ability to develop and maintain working relationships with the general, business and business related communities to develop collaborative business services, programs and events.
- Ability to develop and prepare reports and policy documents.
- Tech savvy and digitally creative.
- Ability to support the development of local businesses and provide expert advice and assistance
- Ability to increase and diversify Workary membership base by providing targeted, relevant membership services and programs and quality business advice and support.

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Selection Criteria - Knowledge, Skills, Qualifications and Experience required

Experience

- Demonstrated experience developing, delivering and promoting business services and programs to diverse audiences.
- Demonstrated experience in supporting cultural change within a team to create an environment of continuous improvement by researching the market, developing and modifying systems, policies and procedures and collecting and analysing data.
- Demonstrated experience in small project management with the ability to analyse problems and develop creative solutions.
- Demonstrated experience presenting to a variety of groups and communicating complex concepts to cross functional audiences.

Qualifications

Minimum

- Tertiary degree in a business management discipline or Libraries
- Current New South Wales Class C Driver's License

Desirable

- Business development qualification, experience and/or training

Key Accountabilities– Position Specific

1. Understand and apply the Library's Standards and Customer Care Competencies to all customer interactions, including rostered mobile customer care and Workary reception
2. Contribute to a high performing team-based culture within the Library's business enterprise and Workary services that encourages and supports innovation, flexibility, empowerment, continuous improvement and excellence in customer service
3. Contribute to the effective operation of Workary facilities and systems, present a consistent brand image to customers and provide excellence in customer service and apply policies consistently
4. Contribute to the provision and promotion of engaging, relevant and community focused business services, programs and events that are responsive to the community's diverse cultural needs and in accordance with Council plans.
5. Foster, establish and maintain business relationships with internal and external customers/organisations/groups/suppliers/authorities to support the effective and efficient delivery of dynamic, relevant and collaborative business services and programs.
6. Present to diverse audiences, undertake research, prepare reports and provide expert advice, information and services to meet the needs of customers.
7. Actively contribute to developing, implementing and reviewing the Workary's plans, policies and procedures
8. Contribute to monitoring, assessing and reviewing the effectiveness of the Workary's services and programs to ensure ongoing community relevance

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

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- 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.

Reporting Relationships
Direct: Nil
No. of Indirect: Nil

Key Relationships	
1 Internal	
Communicating with	Nature of Communication
Business Enterprise Team Leader	Informal daily contact Keep informed of Workary activities Fortnightly on-on-one meeting with Leader to review Workary issues and plans
Business Enterprise Team	Daily contact re current issues, opportunities, plans and projects Other meetings as required to address issues, opportunities, plans and projects
Library Staff	Daily contact re current issues, projects and rosters
Council Staff	In order to develop partnerships, to deliver programs and joint projects, to develop and submit joint grant proposals
Council corporate support	Cabramatta Place team; IT; HR; Building Trades
Key Relationships	
2 External	
Communicating with	Nature of Communication

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Customers	In order to engage around Workary services and programs In order to elicit feedback and suggestions re their Workary experience
People and organisations within the community	Networking, attending meetings, expos and business training and meet-ups In order to involve them in Workary services and public programs
Schools/teachers	Promote the Workary and the Library's business services Input about the Workary and the Library's business services
Local businesses	In order to engage with the Library's business service offer, source support or sponsorship and deliver events
Local, state and network business networks	Information exchange Networking, meeting, forum, conferences, training, workshops
Partners, suppliers and contractors	In order to develop and deliver new business services and programs In order to manage agreements and contracts, negotiating to achieve optimum terms of business and ensure key performance indicators are met

Position Dimensions
As per Delegation of Authority.

Decision making Authority & Accountability
<p>Decisions made by self</p> <ol style="list-style-type: none"> 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. Develop and implement project evaluation to contribute to continuous improvement in outcomes 3. Authorise expenditure within delegation limit in accordance with Council's adopted budget and Council policies 4. Day to day decisions relating to the Workary based on established policies and procedures <p>Decisions made in consultation</p> <ol style="list-style-type: none"> 1. Consultation with Business Enterprise Team Leader should take place when issues are not covered by existing policies and procedures and/or could have possible adverse impacts

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- on the library
- 2. Development and review of the Workary's strategies, plans and services

Problem Solving

The level of judgement needed in this position requires being subject expert in the area of business development

Typical challenges that the Business Enterprise Librarian may face include;

Identifying and ensuring that potentially sensitive or controversial issues are flagged and discussed with the Business Enterprise Team Leader or the Culture and Business Enterprise Coordinator

Managing day-to-day work priorities, the challenges associated with running Workary projects and meeting project deadlines and required outcomes

When providing or working in customer service area a wide range of issues can occur from children left at the site to people with mental illness – 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.

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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

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