Job Vacancy 22/39

Community and Digital Programs Officer

Council is seeking applications for a Community and Digital Programs Officer to join our Library services team.

About the role

In this role you will develop, plan, facilitate, deliver and promote innovative STEAM (science, technology, engineering, arts and mathematics) related programs and other programs and activities to support digital literacy, lifelong learning and reader development. Work with community services and other Council staff to achieve community development outcomes as adopted by Council.

Why work for us?

- 9 day fortnight (72.5hrs fortnight)
- Up to 12% Employer Superannuation with ability to salary sacrifice employee contribution
- Fitness Passport Program
- 5 weeks Annual Leave per year
- Supportive and motivating team
- Active Social Club
- Flexible work arrangements
- Relaxed lifestyle, boating, fishing, sports facilities, private and public schooling options up to Grade 12, cultural venues and events and all of this situated in a thriving agricultural community only an hour away from Townsville or an hour and forty five minutes from the magical Whitsundays.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 4 ($84,704pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **22/39 – Community and Digital Programs Officer** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Copies of relevant qualifications and licences

Applications can be submitted using one of the following methods (Word or PDF format is preferable):

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 22/39, PO Box 974, Ayr Qld 4807

Applications close on Wednesday, 17 August 2022 at 5.00pm.

For further information about the role please contact Alexis Adams - Library Services Manager on (07) 4783 9800.

It is essential to respond to each criterion explaining how you have demonstrated each skill or quality and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. A tertiary qualification in Library and Information Management or Information Technology, or substantial equivalent experience across fields including education and community development.
2. Demonstrated ability to plan and deliver training and learning programs and support and develop a range of community programs to increase library engagement.
3. Proven and current knowledge of technology including online resources, mobile device technology, social media applications and emerging technologies and their application to community outcomes.
4. Strong customer focus, with demonstrated customer service skills and an ability to provide IT support and coaching.
5. Well developed, written and verbal communication skills and the ability to liaise effectively with a wide range of individuals and stakeholders.
6. Queensland Blue Card – Working with Children.

Desirable

1. Experience in event management and delivery.

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Burdekin Shire Council

Position Description

Community and Digital Programs Officer

Position Number	20045
Certified Agreement	Burdekin Shire Council Certified Agreement
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Level	Level 4
Reports To	Manager Library Services
Place of Employment	Burdekin Library, 108 Graham Street, Ayr

Position Objective

Develop, plan, facilitate, deliver and promote innovative STEAM (science, technology, engineering, arts and mathematics) related programs and other programs and activities to support digital literacy, lifelong learning and reader development. Work with community services and other Council staff to achieve community development outcomes as adopted by Council.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

1. Develop strong and effective community partnerships to increase community access to library services and community development outcomes.
2. Research, develop, promote and deliver lifelong learning programs that –
    - Enhance digital literacy, information literacy, access o creative and emerging technologies, social media and online resources utilising the library's innovation centre;
    - Develop increased confidence and enjoyment in reading, provide opportunities to share reading experiences, and raise the status of reading as a creative activity in the local community.
3. Assist Manager Library services by –
    - Developing and delivering marketing content such as Library news, events, promotions across multiple channels, including digital screens, Library website, Facebook page and catalogue.
    - Providing timely and appropriate information, advice and reports on community program and event statistics and evaluation of programs.
    - Investigating opportunities for library and program funding and write grant applications in collaboration with the Grant Officer, to secure additional financial assistance for library services for the Burdekin community.

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- Maintaining an awareness of current and emerging technologies and trends in the provision of public library digital literacy through participation in various professional learning opportunities.
- Contributing to the development of strategic and operational plans in consultation with the Manager Library Services and Library staff.
- Relieving for the Manager Library Services in their absence.

4. Provide circulation and information services at the library customer service desk and provide technical support to users of library equipment at any Burdekin Library branch as required.
5. Liaise with Council's Information and Communication Technology (ICT) Section regarding maintenance and technical support for Library ICT equipment.
6. Work with Community Development on collaborative events and programs.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017, and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Works under general direction.
- Supervises subordinate employees or works in a specialised field.

Extent of Authority

- Required to set outcomes within defined constraints.
- Provides specialist, technical or professional advice.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance is usually available.

Position Requirements

Knowledge

- Thorough knowledge of the organisation, operations, services and functions of modern public libraries and current issues relating to them.
- Thorough knowledge of social media in all forms and an awareness of how this can be applied in a public library environment.
- Thorough knowledge of emerging technologies and an understanding of trends in community interests and needs.
- Thorough knowledge of Microsoft Office suite of applications including Outlook, Word, and Excel and library management software systems.
- Thorough knowledge of audio-visual equipment including podcasting and recording equipment.
- Thorough knowledge of and commitment to cyber safety and the smart, safe and responsible use of technology.

Skills

- Well-developed service orientation skills to provide prompt, accurate, courteous and helpful customer service consistently to internal and external customers.
- Well-developed verbal and written communication skills.
- Well-developed interpersonal skills for effective communication with a diverse audience.
- Well-developed public relations and community liaison skills.
- Well-developed active learning skills to convert new information into usable library programs.
- Well-developed grant writing skills for preparing applications for government funding.
- Well-developed report writing and statistical compilation skills.
- Well-developed research skills.
- Well-developed time management skills.
- Well-developed promotional and marketing skills.

Abilities

- Ability to plan, organise and prioritise workload and to work independently within delegated authorities.
- Ability to work with all age groups particularly within a public library environment.
- Ability to plan and run library events.
- Ability to delegate and supervise work of Library Trainees to achieve specific objectives.
- Ability to tailor communication for diverse audiences.
- Ability to provide specialist advice to Council on services to target groups.

Other Requirements

- Personal characteristics of integrity, honesty, commitment, enthusiasm, reliability, adaptability, and personal presentation.

Experience and Qualifications

- A tertiary qualification in Library and Information Management or Information Technology, or substantial equivalent experience across fields including education and community development.
- Substantial experience relevant to the role including the development and implementation of services and programs to a demographically diverse audience.
- Experience working with a range of technology that could be leveraged to enhance library customer experience
- Experience developing and delivering digital inclusion and information literacy programs and events.
- Queensland Blue Card (Working with Children).
- Experience in working with all age groups particularly within a public library environment.
- Current “C” Class driver’s licence.

Core Competencies

These competencies relate to positions at this Award level:

Teamwork

- Participate in team-based activities and suggest improvements to team activities.

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- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.
- Explore customer's expectations and base the service on this knowledge.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues
- Actively listen

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.
- Implement strategies for improving quality.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing adverse impacts on the environment.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to

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ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.

2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.

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