

## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Library and Community Programs Officer	<b>Level</b>	5
<b>Business Unit</b>	Community Development and Library Services	<b>Position Number</b>	00523, 00524, 01231
<b>Directorate</b>	Planning and Community Development	<b>Date Established</b>	June 2006
<b>Reporting to</b>	Team Leader Library Programs and Events	<b>Date Updated</b>	May 2025

### 2. KEY OBJECTIVES

- Coordinate the research, planning, implementation and evaluation of library programs and events within a portfolio.
- Undertake promotional activities for events and programs to support and inform the Team Leader Library Programs and Events, and the Library Promotions and Communications Officer
- Develop and maintain strong networks with internal and external stakeholders and the wider community to contribute to the positive development of library services programs.
- Undertake administration and financial duties for relevant library program activities.
- Provide a high level of customer service to internal and external customers of Joondalup Libraries.
- Promote a safe work environment.

### 3. KEY ACCOUNTABILITIES

- Undertake activities in accordance with the City's Strategic Community Plan and Community Development and Library Services Business Unit Plan.
- Duties are undertaken efficiently, effectively, within agreed timeframes and with rigor applied in all circumstances.
- Correspondence and other written material is of a high standard and is accurate and error free, and in accordance with the City's writing guidelines.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols, and practices.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices.

- Ensure delivery of a high standard of customer service to internal and external customers in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.

#### 4. **KEY ACTIVITIES**

##### **ACTIVITIES**

###### **Outcome: Library Programs and Events**

- Plan and coordinate all elements relating to the delivery of library events and programs, including, but not limited to: Discovery Sessions, Meet the Author, Book Club, Children's Book Week, School Holiday program, Better Beginnings program, School Connections program.
- Ensure programs and events are inclusive and support the diverse nature of the community.
- Work collaboratively and consult with internal and external stakeholders to support event planning and delivery such as but not limited to librarians and branch librarians, internal business units, presenters, publishers and booksellers, State Library of WA, community groups, schools and child health centres, and local business.
- Prepare documentation for library events and programs including proposal developments, technology requirements, outlines and reviews, run sheets, timelines, risk management plans and evaluation reports.
- Facilitate volunteers and staffing rosters requested for events.
- Develop and administer event attendee evaluations to determine if customer requirements were met and obtain feedback to inform future program development.

###### **Outcome: Promotions**

- Prepare accurate, timely and descriptive event and program content to inform creative briefs, event communication plans, print and online communication platforms for internal and external promotion.
- Liaise closely with the Library Promotions and Communications Officer to ensure all content reflects accurate information relating to library programs and events.
- Provide advice and assist with the development, purchase, and maintenance of suitable resources to enhance the delivery, support and promotion of library programs and events both internally and externally e.g., early literacy kits, community outreach displays and activities.

###### **Outcome: Networks and Partnerships**

- Develop relationships and provide a point of contact for the relevant event or program with internal and external stakeholders.
- Promote library programs and services through delivering information sessions to internal and external stakeholders such as but not limited to, internal business units, community groups, local schools, child health centres, resident groups.
- Proactively establish and maintain co-operative and collaborative relationships with key external stakeholders such as, but not limited to, industry associations, presenters, community groups.

###### **Outcome: Administration**

- Develop and maintain accurate up-to-date records, documentation, calendar of events, presenter and resources records to ensure planning and execution of events is smooth and transparent to all officers.
- Proactively identify funding and grant opportunities and assist with the preparation of submissions for new and innovative programs.
- Proactively undertake program reviews, monitoring and analysis and provide written reports and recommendations to the Team Leader Library Programs and Events.
- Provide input into the development of plans and strategies relating to the Community

Development and Library Services Business Unit and assist with the delivery of relevant outcomes relating to Library events and programs.

- Ensure detailed, timely and accurate information is provided to inform monthly and annual reporting requirements, including statistical updates.
- Deliver accurate and timely financial tasks through the provision of supplier quotes, purchase order requisitions and invoice payments, record keeping and tracking.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

**Outcome: Customer Service**

- Liaise with City employees, and relevant stakeholders ensuring a coordinated approach to delivering Library Services activities and programs.
- Respond to incoming written correspondence and telephone calls regarding library programs and services.

## **5. WORK RELATED REQUIREMENTS**

### **Essential Skills, Knowledge, Experience and Qualifications:**

#### **High level skills in the following areas:**

- Event co-ordination and stakeholder's engagement skills.
- Skills in liaising and building positive relationships with internal and external stakeholders.
- Time management, problem solving, prioritising skills to plan and organise work in an environment of competing priorities.
- Written communication skills, including drafting correspondence, reports and preparing promotional material.
- Verbal communication skills to a broad demographic including Civic tours, Author events, children's events and school assemblies.
- Microsoft Office suite of programs and other digital platforms (website and event management).
- Interpersonal skills to deal effectively with all levels of employees, volunteers, customers, and stakeholders.

#### **Knowledge:**

- Sound knowledge of event management practices, principles, and trends.
- Sound knowledge of issues relating to event management and delivery, including technical capabilities.
- Knowledge of literacy and lifelong learning principles.
- Knowledge of Occupational Safety and Health principles.
- Knowledge of School Curriculum

#### **Experience:**

- Planning, promotion and delivering of public events.
- Event site planning and infrastructure co-ordination.
- Co-ordinating with presenters.
- Employee and casual supervision and managing volunteers.

#### **Qualifications / Clearances:**

- Tertiary qualification or equivalent relevant experience in event management with a discipline relating to yet not limited to Early childhood studies, technology programming, community and school programming, literacy, and literature programming.
- Current WA 'C' Class Driver's Licence.

- Current satisfactory Working with Children Check (WWCC) or appointment to position will be subject to provision of WWCC.
- Willingness to obtain a Responsible Service of Alcohol certificate.

## 6. **EXTENT OF AUTHORITY**

- Freedom to act governed by clear objectives and budget constraints.
- Responsible for setting own work outcomes within defined constraints and developing work methods.
- Solutions to problems generally found in precedents, guidelines, or instructions. Assistance usually available.
- May be required to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined.

## 7. **WORKING RELATIONSHIPS**

### **Level of Supervision:**

- Works under general direction.

### **Supervision of Others**

- Indirect supervision of employee and casual officers and volunteers.

### **Internal:**

- Community Development and Library Services business unit
- Cultural Services business unit
- Communication and Stakeholder Relations business unit
- Other city officers who delivery events and programs

### **External:**

- Industry Associations (e.g., State Library of WA, Public Libraries WA, Australian Library Industry Association, Children's Book Council)
- External stakeholders (e.g., educational institutions, child health clinics, community groups, local schools, local business, publishers, and booksellers)
- General public
- Presenters
- Volunteers
- Other local governments

## 8. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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