



Position Details

Position title:	Adult Programs Librarian
Award Classification:	Band 5
Department:	Community Services and Culture
Division:	Community Wellbeing
Date Approved:	March 2026
Approved By:	Manager Community Services and Culture

Organisational Relationships:

Reports To:	Library Engagement and Experience Lead
Supervises:	Volunteers
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Deliver high quality and innovative library programs that support lifelong learning, technology, literacy and social inclusion for the respective demographic.
- Ensure that adult and senior members of the community are engaged in activities that the City of Port Phillip Libraries offer.
- To support the delivery of the Library Action Plan and vision: Australia's best inner network of neighbourhood Libraries, helping to make Port Phillip a liveable, prosperous and socially connected city for everyone who lives and works here.
- Proactively contribute to achieving the highest standard of customer service and delivering a positive and engaging frontline service.



Key Responsibilities and Duties

- Develop, deliver and evaluate innovative programs and activities targeted to adults and seniors within the community.
- Ensure all programs and activities are in alignment with the City of Port Phillip Library Action Plan 2021 – 2026 and other strategies and policies.
- Identify contemporary learning trends and needs of adult and senior members of the community and ensure service wide program of events and activities is diverse and inclusive of all community members.
- Develop partnerships with Council and community groups to promote inclusion and deliver programs and activities.
- Develop and deliver outreach activities and events designed to encourage community engagement, including with hard-to-reach groups.
- Promote the use of the library collection by engaging in reader development activities.
- Provide proactive customer service and act as shift supervisor during rostered customer service shifts.
- Assist patrons in using the online catalogue and other electronic tools and resources; assist and instruct patrons in using library services, equipment, and facilities; assist patrons in information provision and reader advisory.
- Supervise program volunteers including training, onboarding and volunteer coordination tasks.
- Other duties as directed within the skills and capabilities of a position at this level.

Accountability and Extent of Authority

- This position may supervise resources, other employees or groups of employees and provide advice to, or regulate clients, and give support to more senior employees.
- The freedom to act is governed by clear objectives and budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plan.
- Contribute to library planning and ensure alignment with service priorities and the Library Action Plan.
- Responsible for complying with Council policies and procedures, State and Federal Legislation, and to exercise discretion within standard practices and processes.
- Ability to manage resources within budget.

Judgement and Decision Making

- Evaluate work processes / procedures and suggest improvements.
- The work may involve solving problems, using procedures and guidelines and the application of professional knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice would usually be available within the time required to make a decision.
- Scope to exercise discretion in the application of established standards and procedures.



- Responsible for using appropriate reporting lines and modes of communication as required.
- In this role, employees are responsible for applying safe work practices specific to library programs and events, including manual handling, proactive crowd management, timely incident reporting, and considerations for lone working as well as evening and weekend activities.

Specialist Skills and Knowledge

- An understanding of the role and function of the library teams to whom support is provided, and the understanding of the long-term goals of the Library Services Department, and an appreciation of the goals of the wider organisation.
- Ability to develop and implement programs and events that support lifelong learning, literacy and meet the social and cultural needs of the City of Port Phillip community.
- Ability to deliver digital literacy programs and provide general digital literacy support to customers.
- Competency in gathering and utilising community feedback to improve program planning, delivery and evaluation.
- General event management and hosting skills with the capacity to adapt for different audiences and contexts.
- Demonstrated knowledge of elder abuse indicators and appropriate referral pathways when working with older people, ensuring safe, ethical, and risk-aware service delivery.
- Proficiency in the Microsoft Office suite and the ability to apply computer literacy skills to a range of new/different software programs in the performance of duties.

Management Skills

- Ability to efficiently manage one's own time, set priorities, plan and organise one's own work/ duties to achieve deadlines and objectives.
- Provide direction and structured training or on-the-job training to supervised employees, groups of employees and/or volunteers.
- Provide a flexible response to the needs of the community and provide appropriate programming.

Interpersonal Skills

- Highly developed interpersonal, oral, and written communication skills, including the ability to present programs to large groups and prepare correspondence and reports.
- Strong customer service skills, with the ability to build rapport, support, gain cooperation, and work collaboratively with library staff, colleagues, and community members/groups.
- Well-developed organisational skills, including planning and prioritising work while supporting team objectives.
- Ability to relate effectively to people from diverse backgrounds and manage challenging behaviours and situations in an empathetic and respectful manner.



Qualifications and Experience

- Degree or diploma in Library and Information Services with relevant experience, or lesser formal qualifications with substantial equivalent relevant experience in a public library, community services or arts and culture setting.
- Previous experience in public libraries or cultural administration and project management.
- Demonstrated IT capability, including proficiency with Library Management Systems, RFID technology, and the Microsoft / Windows applications, particularly MS Office and Office 365.

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.



- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

Key Selection Criteria

- Degree or diploma in Library and Information Services with relevant experience, or lesser formal qualifications with substantial equivalent relevant experience in a public library, community services or arts and culture setting.
- Demonstrated experience in the design and delivery of innovative and effective adult programs in lifelong learning, technology, literacy and social inclusion.
- Demonstrated experience in establishing community partnerships and managing stakeholders.
- Demonstrated service values including commitment to diversity, equity and inclusion.
- Demonstrated experience in leading teams in a flexible service environment with the ability to adapt and respond to changing priorities in a calm and measured manner.
- Demonstrated IT capability, including proficiency with Library Management Systems, RFID technology, and the Microsoft / Windows applications, particularly MS Office and Office 365.
- Experience in music and/or arts programming, co-design and/or human centred design principles.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.