



## Position Details

<b>Position title:</b>	<b>Adult Programs Librarian</b>
<b>Award Classification:</b>	Band 5
<b>Department:</b>	Community Services
<b>Division:</b>	Community, Wellbeing and Inclusion
<b>Date Approved:</b>	March 2025
<b>Approved By:</b>	Manager Community Services

### Organisational Relationships:

<b>Reports To:</b>	Library Engagement and Experience Lead
<b>Supervises:</b>	N/A
<b>Internal Stakeholders:</b>	Council Employees and Managers, Executive Team and Councillors
<b>External Stakeholders:</b>	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.
- Proactively contribute to achieving the highest standard of customer service.

### Key Responsibilities and Duties

- Develop, deliver and evaluate innovative programs and activities targeted to adults and seniors within the community 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.
- Contribute to the development of diverse and inclusive library collections for adults and seniors that meet contemporary reading and learning needs.
- 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.

## 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.
- Facilitate the promotion of library policies and procedures to both the community and Port Phillip Library staff

## Judgement and Decision Making

- 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.

## 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.
- 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.



- Understanding of policies, regulations and procedures

## Management Skills

- Manage one's own time, set priorities and organise duties in a timely manner to achieve deadlines and objectives.
- Provide a flexible response to the needs of the community and provide appropriate programming.
- Evaluate work processes / procedures and suggest improvements.
- Ability to manage resources within budget.

## Interpersonal Skills

- Highly developed interpersonal skills including oral and written communication skills
- Ability to address and deliver programs to large groups
- Effective customer service skills
- Ability to co-operate, work with and support others
- Ability to gain co-operation and assistance from library staff and community groups
- Proven organisational skills with the ability to plan work
- Ability to prepare correspondence and reports as required by the Library Leadership Team
- Ability to relate to people from diverse backgrounds
- Ability to manage challenging behaviours and situations in an empathetic manner
- Ability to write reports in field of expertise and/or prepare external correspondence

## Qualifications and Experience

- A tertiary qualification in Library and Information Management with relevant experience, or substantial equivalent relevant experience in a public library, community services or arts and culture.
- Previous experience in public libraries or cultural administration and project management.

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## 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

- Tertiary qualification in Library and Information Management with relevant experience, or equivalent relevant experience in a public library, community services or arts and culture.
- 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.
- Demonstrated service values including commitment to diversity, equity and inclusion.



- Demonstrated ability to communicate appropriately and effectively, including referring or escalating matters to appropriate staff.
- Experience in programs using creative technologies and co-design or human centred design principles is desirable.

*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.*