

POSITION DESCRIPTION

PROGRAM OFFICER

POSITION DETAILS

Date of Position Description	June 2023
Position Title	Program Officer
Position Grade	7
Directorate Business Unit	Community Service Library Services
Reports to	Program and Engagement Manager
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

The Program Officer will deliver quality customer service and support to achieve Council's strategic objectives and vision of being the leading City in the heart of Sydney. This role will contribute to the user experience of Library's programs and events, to ensure our Libraries are places that our customers love to come to and our staff love to work in.

This role will work within the Programs and Engagement team and create meaningful, high-quality experiences to deliver on our Customer Promise to everyone who visits our Libraries.

Council's Library services are delivered across a network of 7 Libraries including Phive, the community, cultural and civic heart of Parramatta Square.

Libraries are open across a wide spread of hours including 7-days a week at some sites. This customer experience is available to everyone who lives, works, studies, visits and plays in our City.

KEY RESPONSIBILITIES

Role specific

- Support the team to deliver core customer service competencies for Library services to create memorable and exceptional experiences for customers.
- Assist in analysing and interpreting data to drive decision making to maintain a range of quality, relevant library programs which meet the needs and expectations of customers.
- Contribute to the development of quality programs at all library sites to meet

community needs.

- Deliver programs, including in collaboration with other staff or partners, at all library locations.
- Coordinate or develop digital literacy programs, as well as providing programs in the new creative technologies like AR/VR and other emerging technologies.
- Contribute to the development of partnerships and communications to promote the library internally and externally.
- Under guidance, provide advice regarding meeting diverse customer needs and providing services for identified target groups; e.g. children, young adults, seniors, and customers from culturally and linguistically diverse backgrounds.
- Provide customer service in all library locations according to a roster, which may include evening and weekend shifts.
- Provide a proactive roving or floor walking approach to customer service
- Take personal responsibility to ensure that all customers receive a positive customer experience by providing consistent service based on a high level of knowledge of the Library's services, collections and programs.
- Act as Officer in Charge as required and be responsible for the security of the Library in the absence of the designated supervisor.

Generic

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Diploma qualification in information science/librarianship, or other tertiary qualifications with relevant demonstrable skills and experience.
- Working with Children Check
- Criminal History Check

Skills

- Exceptional ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Proven ability to work with initiative and versatility on a wide range of matters, including solving a range of complex problems through innovation and collaboration.
- Proven ability to deliver significant, cross-functional projects, policies or strategies on time and on budget, managing the needs of multiple stakeholders.
- Well-developed planning, organisation and time management skills, including the ability to meet tight deadlines and balance competing priorities.
- Well-developed decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.
- Comprehensive understanding of development of people from diverse backgrounds

Experience

- Demonstrated operational experience in delivering programs, with a proven track record of achieving strategic objectives.
- Demonstrable detailed understanding of the relevant legislative and regulatory requirements applicable to the designated area and the ability to practically apply this knowledge.