

Position Description

POSITION TITLE:	Program Lead – Adults
POSITION NO:	TBA
DIRECTORATE:	Community Life
DEPARTMENT:	Creative Communities
SECTION:	Libraries
CLASSIFICATION:	Band 5
LOCATION:	Based at Footscray branch but may be directed to work at any library branches, services or Council sites as required.
DATE:	May 2025

ORGANISATIONAL RELATIONSHIPS

Reports to: Team Leader, Partnership & Engagement

Supervises:

Internal Liaisons: Manager, Creative Communities, Coordinator, Libraries, Program Lead – Youth and Family, Librarians, Library Services, all Council employees.

External Liaisons: Community groups; Victorian public library colleagues; relevant professional groups and networks; suppliers and contractors, talent and members of the public and residents.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

The Program Lead – Adults supports the Team Leader, Partnership & Engagement to ensure a vibrant suite of programs and events that support learning, literacy, connection and delight. The Program Lead – Adults supports capacity building for program planning and delivery across the Libraries team.

DUTIES AND RESPONSIBILITIES

1. Identify programs that respond to the needs of the community and lead program design and planning for major events.
2. Work with the Program Lead – Youth and Family to support the Team Leader, Partnership & Engagement to coordinate the Libraries' programming framework.
3. Support the Team Leader, Partnership & Engagement to develop templates and standards for best practice program planning and delivery & evaluation.

4. Identify, broker and steward partnerships to support the library's engagement with the community.
5. Work collaboratively across Council to support Council's objectives through integrated programming.
6. Contribute to the development of the Library Service through delivery of projects aligned to the Library plan.
7. Provide welcoming, knowledgeable customer service, and information and reader advisory in branches, online and across all services.
8. When required, assume the role of shift lead; supporting rostered staff in the prioritization of operational tasks, issue resolution and liaising with Council staff and external stakeholders on time critical safety and security matters.
9. Will be required to work evenings and weekends to support the operational requirements of the library.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Provide advice and information to internal and external stakeholders within Council guidelines and delegated authority. Accountable for the accuracy and quality of the information and advice provided.
- Provide support within area of expertise as required.
- Maintain and improve standards of work specific to the role and responsibilities.
- Act within clear objectives, budgets and frequent prior consultation.

JUDGEMENT AND DECISION MAKING

- Ability to work unsupervised, analyse situations and independently make decisions, and guide other staff members to relevant policies and procedures.
- Use previously acquired experience and knowledge to select within a wide range of methods, processes or equipment, the most appropriate to creatively solve problems and meet well defined objectives.
- Exercise judgement and autonomy to make decisions based on knowledge of department and organisational goals and objectives for routine matters.
- For more complex matters not covered within policy and guidelines, advice should be sought from supervisor or more senior employees.
- Guidance and advice from supervisor and other Council employees would usually be available within the time required to make a decision.

- Exercise discretion and confidentiality whilst performing assigned duties.

SPECIALIST SKILLS AND KNOWLEDGE

- Ability to use technology and systems relevant to the role and follow policies, procedures, processes and precedents relevant to the team.
- Understanding of the role and function of the team, senior staff to whom support is provided and how they impact the goals of the wider organisation.
- Understanding of relevant State and Federal legislation, Acts and regulations relevant to perform the role.
- A demonstrated knowledge and understanding of the role of public libraries in communities and the local government sector.
- Community focused approach to service delivery and well developed customer service skills.
- Familiarity with and/or knowledge of relevant other language(s) and culture(s) and an awareness and appreciation of the diversity of the community.
- Proven ability to plan, implement and conduct programs and activities in the context of community building, lifelong learning and literacy development and emerging library practice.
- Demonstrated ability to provide hands on technical support with PCs and personal devices and to support digital literacy.
- Familiarity with creative technology such as audio visual, audio recording and mixing, video capture and editing, photography, scanning and digitizing or sewing machines, cricuts or similar.

MANAGEMENT SKILLS

- Manage time, set priorities, plan and organise own work and when required, the work of any direct reports, to achieve team objectives within a set timeframe.
- Knowledge and ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupations Health and Safety, particularly when supervising employees.
- Ability to support, motivate, provide on the job training and guidance to more junior employees.
- Ability to contribute to team meetings and to team outcomes.
- Understanding and effective dissemination to direct reports of the long term goals of the team and their alignment with Council's objectives.

INTERPERSONAL SKILLS

- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Strong written and verbal communication skills and ability to effectively manage complex conversations.
- Ability to establish rapport and to contribute to a pro-active and collaborative work culture.
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team based service delivery.
- Conduct research and provide detailed verbal and written reports as required.
- Capability to prepare external correspondence.

QUALIFICATIONS AND EXPERIENCE

Mandatory:

- Tertiary qualifications (or studying toward) in librarianship, information management or a relevant field and eligibility for associate membership of ALIA – or related tertiary qualification in education, event management, communications or digital media.
- Current Working with Children Check.

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Desirable:

- Eligibility for associate or allied field membership of ALIA.
- Experience in a second language (spoken or Auslan)
- Expertise programming for senior, multicultural or other priority audiences.
- Experience running or setting up Maker Spaces.

KEY SELECTION CRITERIA

- Mandatory qualifications and experience as listed above.
- Proven ability to plan, implement and conduct a range of adult and senior programs and activities in the context of community building, lifelong learning and literacy development and emerging library practice.
- Excellent communication skills and an ability to develop rapport and work effectively with internal and external stakeholders
- Demonstrated experience developing partnerships with community organisations.
- Ability to manage time effectively, set priorities, plan and organise own work, and the work of those under supervision, within the context of the library team environment.
- Ability to effectively extract & collate data from multiple sources.

CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/
Coordinator:.....

Date: