

Position Description

Library Programs and Learning Officer

Your role:	Library Programs and Learning Officer, Libraries and Customer Service
You will report to:	Coordinator Community Learning and Programs, Libraries and Customer Service
Your Directorate:	Libraries and Customer Service
Your Salary Level:	General Officer Level 3 (\$83,495.09 - \$90,197.88)
Special Conditions:	<p>Must be able to travel between work sites when required.</p> <p>Rostered customer service hours supporting the operational requirements of the library including out of hours work, evenings and weekends for library customer service and event/program delivery</p> <p>A current Working with Children Check and National Police Certificate are required, and the incumbent must undertake Child Safe Environments Training every three years</p>

Position Overview

This position is responsible for the development and delivery of innovative Library programs, events and activities that support lifelong learning, and meet the needs and expectations of the community. This role will be involved in supporting child, youth and adult events with a focus on the development and delivery of Digital Literacy and STEAM related programs across all ages.

Additionally, this position will leverage social media and promotional strategies to enhance program visibility, increase participation, and strengthen community engagement.

This position provides senior level customer service across library branches/service points.

About the Team

You will be part of a team dedicated to fostering a love of learning, literacy, and community engagement through innovative library services, dynamic programs, and inclusive spaces. As part of a team committed to excellence, you will help strengthen community connections by providing accessible resources, enriching experiences, and responsive services that empower lifelong learning.

Our library team is passionate about delivering outstanding service, ensuring our library remains a welcoming and essential hub for knowledge, creativity, and community.



Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.

Our values

Available	we make it easy for our customers and colleagues to reach us
Helpful	we are approachable and always willing to assist our customers and each other
Empathic	we share our knowledge and commit to dealing with our customer queries responsibly
Responsive	we are responsive to the needs and requests of our colleagues and customers. We keep them informed at all times so they know what to expect from us
Reliable	we are honest, accurate and consistent in all that we do

Your Stakeholders

Internal	Library and Customer Service team, all other Council departments, and staff
External	<p>The Adelaide Hills Community, including residents, business owners and operators, visitors, workers, students and volunteers, other 'One Card' libraries and their customers</p> <p>Public Library Services and Libraries Board, Community groups and individuals, contractors and suppliers</p>

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees.

Position Responsibilities

- Support the development, delivery and evaluation of life long-learning in the community by being an active member of the Community Learning and Programs Team.
- Design, deliver, and review high-quality digital literacy and STEAM programs for all ages and abilities, including school holiday activities that respond to community needs and support positive learning outcomes. Collaborate with internal teams and external partners or agencies where appropriate.
- Continuously review and incorporate current digital literacy technologies into program design and delivery, including the selection, replacement, and acquisition of new equipment and resources that enhance and support library programming.
- Support the development and implementation of digital programs run by volunteers
- Develop promotional content for library services, including print materials, displays, social media posts, and library website updates, to enhance community awareness and engagement.
- Liaise with community groups, organisations, and individuals using library spaces for displays, ensuring alignment with library guidelines and engagement objectives.
- Deliver exceptional customer service at a senior level across library branches and service points, while also supporting staff in knowledge sharing, digital literacy, and program delivery to enhance overall community engagement

Position Criteria

Technical Knowledge & Experience	<ul style="list-style-type: none">• Demonstrated experience in developing, delivering and evaluating creative, effective learning programs, activities and events• Understanding of the philosophy and role and purpose of a public library with a focus on the provision of services and resources that support digital literacy• Commitment to be involved in delivery of programs to all ages• Demonstrated experience with emerging technologies and applications used in STEAM education• Strong working knowledge of technologies utilised in libraries as well as social media platforms• Ability to build and maintain strong working relationships, demonstrating flexibility and adaptability to manage evolving work requirements while supporting others	Essential
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	<ul style="list-style-type: none"> Well-developed verbal and written communication skills that result in effective and appropriate communication with people of all ages and backgrounds. Strong organisational skills, including time management and the prioritisation of tasks. 	
	<ul style="list-style-type: none"> Sound knowledge of libraries and community programming needs and trends. 	Desirable
Collaboration and Communication	<ul style="list-style-type: none"> Excellent written, verbal, and interpersonal communication skills. Ability to work co-operatively and effectively as part of a team. 	Essential
Qualifications	<ul style="list-style-type: none"> A qualification or degree / diploma in Library Studies, Education, Information Technology, and/or demonstrated relevant industry equivalent experience, knowledge and skills. 	Essential
Customer Service	<ul style="list-style-type: none"> Demonstrated achievement in and enthusiasm for the provision of high outstanding customer service with a passion for public libraries and their ongoing development and future. 	Essential
Government Experience	<ul style="list-style-type: none"> Experience working in a public library 	Desirable
Corporate Experience	<ul style="list-style-type: none"> Working knowledge of Office 365 and use of corporate technology 	Desirable
Finance Delegations	<ul style="list-style-type: none"> Nil 	
People Leadership	<ul style="list-style-type: none"> Nil 	

Job Requirements Guide

Frequency guide

1. Constant (ongoing, occurs daily)
3. Occasional (occurs 2-4 times per week)

2. Frequent (occurs 1-2 times daily)
4. Infrequent (occurs once per week or less)

Physical	Essential task Y/N	Frequency				Comment
		C	F	O	I	
Standing	Y	X				
Walking	Y	X				
Sitting	Y	X				
Bending /twisting the back	Y		X			
Bending /twisting the neck	Y	X				
Kneeling/squatting/ crouching	Y		X			
Climbing e.g. stairs/steps/ladders	Y	X				
Reaching forward /sideways >30 cm	Y	X				
Working with hands above shoulder height	Y			X		
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y			X		
Pushing/pulling/dragging	Y			X		
Gripping/grabbing	Y			X		
Fine hand coordination	Y		X			
Holding/supporting any object or person	N				X	

Environmental						
Work in an indoor/outdoor environment	Y				X	
Work at heights	N					
Work in confined spaces	N					
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	N					
Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N					
Exposure to fumes/dust	N					
Managing security/private information	Y	X				

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	Y			X		
Dealing with difficult/complex negotiation of a personal nature	Y			X		
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	Y				X	
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions	Y	X				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				