

Position Description

Programs and Learning Officer

Your role:	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 (\$85,540.72- \$92,407.73)
Special Conditions:	Must be able to travel between work sites when required. 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 A current Working with Children Check and National Police Certificate are required, and the incumbent must undertake Child Safe Environments Training every three years

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, with a key focus on children and youth.

This position works within a dynamic, service focused environment with ongoing changes. The incumbent will need to make judgement-based decisions within the parameters of established policies and procedures and being cognisant of the Coordinator Community Learning and Programs' expectations.

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

Grounded in Trust	Build strong foundations through respect, safety, integrity and transparency
Cultivating Connections	Engage with each other and our community to create a thriving, collaborative environment
Nurturing Excellence	Deliver with pride to achieve the best outcomes and celebrate our success
Sowing Seeds for Tomorrow	Foster growth and innovation for a sustainable future

Your Stakeholders

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

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

- Plan, deliver and evaluate early childhood programs including Baby Bounce and Rhyme, Action Rhymes, and Preschool Storytime.
- Develop and run engaging activities and events for children, including School Holiday Programs.
- Support and promote national and state initiatives such as National Simultaneous Storytime, Big Summer Read, Book Week, and Science Week.
- Build relationships with stakeholders such as parenting groups, kindergartens, and schools to extend program reach.
- Promote access to Children, Youth and Parenting collections and programs.
- Advocate for the value of early childhood literacy through programs and community engagement.
- Contribute to the development of literacy and learning strategies.
- Assist with the delivery of broader library programs and activities for all ages including intergenerational and adult events.
- Support the delivery of Digital Literacy programs.
- Supervise and support volunteers involved in children's programs
- Help customers access library resources and systems including One Card, eResources, and technology services.
- Provide senior-level customer service across library branches and support staff in digital literacy, program delivery, and knowledge sharing to enhance community engagement.

Position Criteria

Technical Knowledge & Experience	- Proven ability to plan, develop, and deliver engaging library programs, events, and activities, with a strong emphasis on children's literacy and early childhood development. - Understanding of the philosophy, role and purpose of a public library with a focus on the provision of services and resources that support lifelong learning - Demonstrated ability and confidence to engage in one-on-one interactions, small group settings, and larger public presentations across a diverse range of age groups - Demonstrated experience in the use of information technology and a confident approach to emerging technologies including digital and online resources. - Strong organisational skills, including effective time management and task prioritisation, with the ability to work independently and manage competing demands	Essential
	- Sound knowledge of libraries and community programming needs and trends. - Demonstrated experience with emerging technologies and applications used in STEAM education	Desirable
Collaboration and Communication	- Well-developed verbal and written communication skills that result in effective and appropriate communication with people of all ages and backgrounds. - Ability to build and maintain strong working relationships, demonstrating flexibility and adaptability to manage evolving work requirements while supporting others	Essential
Qualifications	Tertiary qualifications in education or library studies (up to diploma level) or other related field or demonstrated experience, expertise, and competence sufficient to perform the duties required.	Essential
Customer Service	Demonstrated achievement in and enthusiasm for the provision of outstanding customer service with a passion for public libraries and their ongoing development and future.	Essential
Government Experience	Experience working in a public library	Desirable
Corporate Experience	Working knowledge of Office 365 and use of corporate technology	Desirable
Finance Delegations	Nil	
People Leadership	Nil	

Job Requirements Guide

Frequency guide						
1. Constant (ongoing, occurs daily)		2. Frequent (occurs 1-2 times daily)		3. Occasional (occurs 2-4 times per week)		
		4. Infrequent (occurs once per week or less)				
		Frequency				
Physical	Essential task Y/N	Constant	Frequent	Occasional	Infrequent	Comment
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	Y			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				