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| Yarra Logo | POSITION DESCRIPTION |

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| **POSITION TITLE:** | | Library Programs and Events Lead | | | | | |
| **POSITION NO:** | | 100398 | **CLASSIFICATION:** | | | 6 | |
| **DIVISION:** | | Community Strengthening | | | | | |
| **BRANCH:** | | Libraries, Arts & Events | | | | | |
| **UNIT:** | | Library Services | | | | | |
| **REPORTS TO:** | | Coordinator Library Engagement and Learning | | | | | |
| **POLICE CHECK REQUIRED:** | Yes | **WORKING WITH CHILDREN CHECK REQUIRED:** | | Yes | **PRE-EMPLOYMENT MEDICAL REQUIRED:** | | Yes |

*Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

# POSITION OBJECTIVES

* Lead the development, delivery and evaluation of programs and events that encourage engagement with library services and foster a positive culture of lifelong learning across the City of Yarra.
* Provide leadership within the Digital & Community Programs team in the development and delivery of programs and events within established frameworks and strategies.
* Effectively implement customer service work practices designed to ensure our libraries are operational and presented at a superior standard.
* Contribute to the continuous improvement and development of Yarra Libraries by anticipating and delivering innovative and responsive learning programs that meet the diverse needs of the community. Develop and maintain partnerships with local community and educational organisations to expand learning programs and library services into under-serviced pockets of the community.

**ORGANISATIONAL CONTEXT**

Yarra Council seeks to foster an inclusive and dynamic community. It recognises that engaging in social and cultural activities enhances community belonging and well-being.

Yarra's suburbs have a rich and varied history which is reflected in the city's built form, natural environment and diverse population, which has a strong sense of community.

Lifelong learning and access to information and cultural resources has a place in the lives of all people, and Yarra Libraries has a valuable role to play in supporting our community as they learn, discover, imagine, and engage.

Yarra Libraries is a dynamic public library service, providing a welcoming inclusive and stimulating environment where lifelong habits of learning and self-expression are encouraged, a love of reading is nurtured, and where library users can meet their educational, informational, and recreational needs.

Yarra Libraries sits within the Community Strengthening Division and is responsible for the provision and management of public library services to the community, through five static libraries at Carlton, Collingwood, Fitzroy, North Fitzroy and Richmond, and a virtual presence online (at <https://library.yarracity.vic.gov.au/>).

# ORGANISATIONAL RELATIONSHIP

**This position reports to:** Coordinator Library Engagement and Learning

**This position supervises:** Library Branch staff (as required)

Library Programs and Events Team

Contract staff and volunteers (as required)

**Internal relationships:** The incumbent is required to liaise with staff at all levels within the Organisation including the Councillors, Executive, Managers, and branch staff.

**External relationships:** The incumbent is required to negotiate and maintain a professional relationship with a range of State, Regional and Local Government agencies; peak library and information bodies, arts, cultural and community organisations, external service providers, suppliers, local residents, and ratepayers.

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# KEY RESPONSIBILITY AREAS AND DUTIES

The position is primarily responsible for day-to-day management of the library services’ programs and events.

**Programs and Events**

* Lead the Digital and Community Programs team to develop and deliver high quality programs and events that support the learning and recreational needs of the community.
* Manage projects and programs within budget allocations and securing external sources of funding where appropriate.
* Identify and develop opportunities for sustainable partnerships with internal branches, organisations and service providers, neighbourhood houses and community groups, to enhance the delivery of library programs and events.
* Supervise and support staff to ensure effective planning, implementation and evaluation of programs and events delivered in partnership with local organisations or community groups.
* Supervise volunteers and contractors as required.
* Identify gaps, trends and opportunities around digital literacy, technology, and broader community learning needs.
* Monitor community satisfaction through a variety of qualitative and quantitative evaluation methods that measure the social value of programs and services.

Participate in library and wider networks to support collaboration and service innovation.

**Communications and Marketing**

* Contribute to the effective marketing strategy for programs and events.
* Collaborate with marketing and online development team to effectively craft campaigns that highlight library key programs and events when needed.
* Ensure all program assets are consistent with Yarra Libraries brand and tone.

**Library Operations**

* Support library branch leaders with day-to-day operations and effective supervision of staff working in the branch, acting as library branch leader when required.
* Recommend and implement changes to ensure effective branch operations.
* Ensure equipment and other program resources are well maintained.
* Coordinate staff rosters relating to program and event delivery in accordance with budget and rostering guidelines.

**Management**

* Provide advice to management on issues and trends that may impact library services.
* Contribute to management decision-making in relevant areas of library operations.
* Participate in the development of plans, policies, and procedures.
* Take an active role in the evaluation, planning and implementation of the library’s strategic and annual plan.
* Ensure that library staff and teams are aware of strategic actions and take an active role in the delivery of key activities.

**Human Resources**

* Foster a responsive, innovative culture through coaching, mentoring and empowering staff through regular discussions.
* Create an environment, in which staff are empowered and equipped to promote the development of ideas and innovation.
* Proactively manage issues.
* Develop and foster team spirit amongst staff.
* Ensure that staff training needs and career development needs are identified and implemented through the performance development process.
* Participate in the recruitment of staff.

**Budget**

* Responsible for budget management and control of resources allocated to programs and events and library operations.

**Customer Service**

* Provide pro-active customer service and support across Yarra Libraries by:
* performing a range of rostered library operations including circulation and collection maintenance duties that support customers in a self-service environment based on a high level of knowledge of library products and services
* dealing with enquiries in a proactive, effective and timely manner
* referring complex enquiries to specialist library staff
* providing customers with information relating to the collections, programs and services offered by Yarra Libraries
* Utilise the Customer Request Management System to effectively communicate and follow up with other employees in meeting the specific needs and expectations of customers as required
* collaborate with teams across the organisation to ensure the specific needs and expectations of customers are met
* Where required, provide support and undertake duties in other library areas to meet the operational requirements and deliver quality customer service to the Yarra community
* Effectively implementing Yarra Libraries policies and procedures

**MULTISKILLING**

The incumbent of this position may be directed by the Manager Libraries, Arts and Events and Coordinators, to carry out other duties as are within the limits of the employee’s skill, competence and training, provided such duties do not promote a narrowing of the employee’s skill base.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY**

This position is accountable to the Coordinator Library Engagement and Learning with reference to duties related to their role and in relation to policy development, program and project management, expenditure of budget within allocation and regular reporting.

* The incumbent has the freedom to act on all day-to-day matters relating to the projects and programs under their control including direction of project consultants and contract staff within budget parameters, regulations, and policies.
* The incumbent is required on an ongoing basis to liaise with the Coordinator Library Engagement and Learning regarding decisions that will have a major impact on projects and on the overall functioning of the Library Services unit.

**Safety and Risk**

* Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
* Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

**Sustainability**

Embrace the following Sustaining Yarra principles through day-to-day work:

* Protecting the Future
* Protecting the Environment
* Economic Viability
* Continuous Improvement
* Social Equity
* Cultural Vitality
* Community Development
* Integrated Approach

**Yarra Values**

Behave according to the following values which underpin our efforts to build a service-based culture, based on positive relationships with colleagues and the community:

* Courage
* Respect
* Accountability

# JUDGEMENT AND DECISION MAKING

The incumbent is expected to draw on experience and expertise in the fields of library and information management, community development and/or education, and their relevant tertiary studies to examine, identify and resolve problems within the scope of this position.  
  
Guidance and advice is usually available. Matters of a particularly sensitive nature should be brought to the attention of the Coordinator Library Engagement and Learning.

Officers are required to exercise independent professional judgement and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving departmental objectives and in reviewing and recommending improvements to those methods, procedures and practices.

# SPECIALIST KNOWLEDGE AND SKILLS

* Local government or public sector experience and knowledge.
* Demonstrated knowledge of event planning and management.
* Sound knowledge of assessing, meeting, and evaluating learning needs across a diverse range of audiences.
* Capacity to motivate others to deliver innovative digital programs to the community.
* Well-developed skills in financial management, including the ability to administer and manage budgets.
* A thorough knowledge of online resources, digital platforms and digital trends.
* Knowledge of current issues affecting public libraries and the City of Yarra.
* Knowledge of local government procedures and practices.
* Proficiency in Microsoft Office suite of software programs and other council programs including TechOne, HP Content Manager, Oracle and Sitecore or demonstrated ability to understand relevant technology, software and applications.

# MANAGEMENT SKILLS

* Ability to plan, priories and organise work within a set timetable and in an environment of change and conflicting demands.
* Highly developed skills in program and project management; including planning, development, monitoring and evaluation.
* Capacity to undertake multi-disciplinary strategic planning.
* Achieve organisational goals and objectives within agreed timelines and budget.
* Provide leadership in the development of organisational and team culture.
* Manage staff performance with Yarra City Council standards and procedure.
* Implement personnel practices including equal opportunity, health and safety, and training and development.

# INTERPERSONAL SKILLS

* Contribute to a positive team culture and work collaboratively with others.
* Ability to work independently and within a team.
* Highly developed listening skills.
* Developed communication skills to effectively engage with staff, customers and internal and external stakeholders.
* Skills in negotiation, consultation and networking.
* Proven written and oral communication skills
* Proven ability to lead and engage others.
* Ability to discuss and resolve problems – internally and externally.
* Ability to communicate in community language(s) is desirable.

# QUALIFICATIONS AND EXPERIENCE

A tertiary qualification in Library and Information Management or related field, with relevant experience, or substantial equivalent experience across school or academic libraries, education, community development or local government sectors.

# KEY SELECTION CRITERIA

1. Demonstrated experience in designing and delivering tailored programs that respond to the information and learning needs of diverse communities.
2. Demonstrated capacity to foster partnerships and build links between different groups and levels of government to meet mutually agreed goals and objectives.
3. Demonstrated ability to manage, coordinate and re-prioritise significant competing priorities and a consistent track record of optimising budgets and ensuring effective resource allocation to deliver program/project goals.
4. Demonstrated ability to critically evaluate programs to ensure positive community impact and implement improvements based on evaluation findings.
5. Demonstrated experience in successfully providing feedback, coaching team members, and fostering a positive team culture.