

Position Description

Senior Coordinator Community Outreach & Engagement

Position No:	NEW
Department:	Student & Community Outreach & Engagement Section
School:	Library
Campus/Location:	Melbourne
Classification:	Higher Education Officer Level 8 (HEO8)
Employment Type:	Continuing, Full-Time
Position Supervisor: Number:	Senior Manager Student & Community Outreach & Engagement 50144708
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Description

Senior Coordinator Community Outreach & Engagement

Position Context

The La Trobe University Library provides the University with a clear strategic advantage in learning, teaching and research through the provision of the best possible information resources and services to support the University's strategic plan. We connect the La Trobe community with knowledge through integrated scholarly collections, proactive information services, managed learning spaces and best practice information management.

The Community Outreach & Engagement Team is within the Student & Community Outreach & Engagement section of the Learning and Engagement portfolio. This portfolio also includes the Academic Outreach & Engagement section.

The team is responsible for co-ordinating and delivering a rich program of activities and events for internal and external communities. This includes the Library staff professional development program and programs that proactively connect and engage with the broader La Trobe community and external communities. Library programs and events developed by the team enrich and sustain partnerships with other libraries, TAFEs, schools, community groups, regional communities, industry, national and international organisations. The team delivers services in line with Library Frameworks including the *Library Outreach and Engagement Framework* and the *Library Staff Development model* which are aligned with University strategies.

The Senior Coordinator, Community Outreach & Engagement is responsible for managing external library partnerships. This includes relationships in the regions and across a range of internal and external communities. The position manages planning, organisation and coordination of a range of Library programs and events to strategically build connections with the wider community. The Senior Coordinator, Community Outreach & Engagement is instrumental in developing new initiatives and delivering quality outcomes, which result in an inspiring and rich program of public outreach and professional development activities and events.

Duties at this level may include:

- Provide high quality Library experience in all contact modes to ensure every contact with the Community Outreach & Engagement Team is friendly, positive and professional, creating a high standard of service delivery.
- Mentor, coach and develop staff and responsibly manage all levels of performance
- Manage a cohesive approach to library external partnerships, staff professional development and community events through collaboration and consultation across the library
- Build and sustain relationships with an extensive network of internal and external stakeholders, in support of the Library's aims for community engagement and events.
- Lead new initiatives that foster connection between staff professional development and collaborations with external partners and other libraries
- Plan and execute a range of community engagement activities and events, and proactively consult with internal and external stakeholders to identify program deliverables
- Develop creative concepts and solutions and implement comprehensive activity and event project plans using project management and collaboration tools to achieve quality engagement outcomes.
- Represent the Library on regional committees and in TAFE relationships.
- Collaborate with staff within and outside the Library to ensure the success of programs and events.
- Undertake research, analyse information, investigate options and provide recommended solutions to complex issues relating to community engagement activities.
- Monitor and report against budget and make recommendations.
- Mentor, coach and develop staff and responsibly manage all levels of performance

- Initiate and implement continuous improvement of processes and procedures to facilitate the smooth and efficient delivery of community engagement and professional development activities.
- Monitor and anticipate changes in internal and external environments to identify trends, strengths, weaknesses, opportunities and risks that may present potential strategic opportunities, or have an impact on the Library, to enable appropriate and timely action to be administered.
- Contribute to a culture of evidence-based practice in the Library through data collection, performance measurement and reporting in areas of responsibility.

Key Selection Criteria:

- A degree with substantial extension of the theories and principles, learned through experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated experience in coordinating a successful community events program, with a focus on achieving strategic objectives
- Excellent project and event management skills with the ability to manage projects and events through to completion, meeting agreed standards, timeframes and budgets
- Demonstrated strong analytical, research and problem-solving skills and the ability to apply lateral or creative thinking to identify solutions to challenging issues related to community events
- Excellent communication skills, including the ability to prepare professional documentation for various audiences and provide expert advice in areas of specialised or functional knowledge
- Demonstrated commitment to customer service and continuous improvement and extensive experience in a customer-facing service environment.
- Demonstrated ability to lead, supervise and develop a team.
- Demonstrated experience in leading and coordinating the delivery of services, including the coordination of staff at remote sites to meet service standards.
- Excellent interpersonal and communication skills, including the capacity to work collaboratively and cooperatively to achieve goals.
- Demonstrated organisational and problem-solving skills and the ability to manage a range of concurrent projects.
- Proven ability to identify, plan, implement and review innovative service improvements to contribute to objectives.
- Demonstrated competence to operate and learn with confidence in a digitally connected and evolving environment.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Library Behaviours

Our Library behaviours reflect the La Trobe University Cultural Qualities:

- Connected: We are communicative and consultative
- Innovative: We are brave, innovative, agile and resilient
- Accountable: We are accountable, responsive and empowered to act

- Care: We are supportive, team focused, honest and client centred

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are **Connected**: We connect to the world outside — the students and communities we serve, both locally and globally.
- We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.
- We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- We **Care**: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials:

Date: