

Position Description

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| Role Title: | Library Support and Programs Officer | Award, Level: | WDRC Internal EBA, Level 4 |
| Section: | Library Services | Salary: | \$36.42 per hour (plus 9.5% or optional 12% super) |
| Department: | Community Department | Reference: | 1060 |
| Division: | Community & Liveability | Closing Date: | 12 July 2018 |
| Location: | Regional | Contact: | Library Services Coordinator, Lisa Harth |
| Basis of Employment: | Permanent Part-time (.76 FTE) | Telephone: | 07 4679 4000 |

Our Organisation

Western Downs Regional Council (WDRC) is a dynamic organisation committed to providing valued leadership and outstanding service to the local community. Our vision is to be an innovative team that is connected locally and united regionally. Our behaviour reflects our organisational values: **Communication, Leadership, Respect, Balance, Team Work, and Accountability.**

Here at WDRC we are passionate about what we do. We offer you a culture that is reflective of this and, as such, you will be working in an organisation that focuses on continuous improvement and promotes innovation at all levels through challenging the status quo to discover new and better ways of doing things.

Safety First

Western Downs Regional Council is committed to fostering a Safety First work environment that eliminates or manages hazards that have the ability to cause injury or illness to our employees, communities, assets and customers.

Role Overview

Operating from within the Community Department, you will supervise and contribute to operational objectives of Western Downs Libraries with particular emphasis on a high level of development and delivery in the area of quality Library public programs, services and promotions.

Key Responsibilities

This role encompasses a range of duties and responsibilities which may vary as directed by Council. The key ones include:

- Providing management, research, facilitation and support for Library projects
- Providing and contributing to business process improvement support across the Library service
- Providing reference, research and/or technical information regarding the Copyright and Privacy Act including compliance with regulations and procedures
- Development, management and delivery of Library public programs, events, promotions and marketing including:
 - Alignment with WDRC and State Library of Queensland priorities
 - Support, coordination and training of staff in relation to delivery of programs and services
 - Production of project and/or implementation plans and budgets
 - Evaluation, monitoring of trends and recommendations for programs and services
 - Community engagement through partnership; facilitation; and outreach
- Leading promotions, marketing and online profile of Western Downs Libraries in the following areas:
 - Provide interface with WDRC Communications & Marketing Department
 - Identification, strategic planning and implementation of marketing plan for Library service (including new and emerging channels)
 - Marketing content creation, collateral development and production (hard copy, e-copy, media)
 - Digital media content creation
 - Library style guide and template compliance, application and extension
- Administering and overseeing the distribution, maintenance and acquisition of digital and other resources relative to public programming, library services, online profile and marketing
- Analysing and providing recommendations around emerging trends in digital media, library programs and services

Critical Competencies

Your suitability for this position will be based on your experience, application, achievement, and potential in the following critical competencies as they link to the key responsibilities for this position.

Proven/Demonstrated experience in:

- Project and event management skills
- Excellent written communication and high level of literacy
- Demonstrated ability for design thinking
- Good understanding of marketing principles and customer experience
- Highly developed interpersonal and influencing skills
- Initiative and creativity
- A flexible team orientated approach with a strong community engagement ethic
- Ability to build and maintain relationships and networks whilst enhancing the organisation's values and culture
- A flexible and adaptable approach to change and its processes
- Excellent time management skills and the ability to manage multiple conflicting priorities and deadlines
- Proven capability in the effective use of a wide range of technology including business applications and personal technology such as mobile devices; online applications; and social media
- Proven ability and appetite to adapt to the use of emerging technology as and when it is implemented

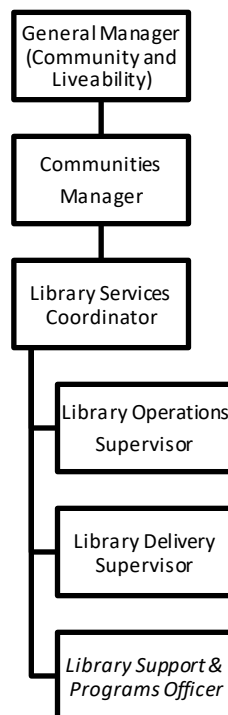
Required Knowledge

A person in this position will have a Diploma or Tertiary Qualification in Library & Information, Business Administration or other related fields. It is also highly desirable for the successful candidate to have proven experience in digital media and/or delivery of public programs. A current driver's license is essential for this role as travel is required.

Additional Information

- To apply for this position, submit an application online at www.seek.com.au
- Provide proof of a current Queensland Driver's Licence
- Possess or be able to obtain a working with children Blue Card
- This position may have administrative and legislative delegations, the financial delegation for this position is \$10 000.

The reporting relationship for this position is shown below:



Employee Signature:

Name: _____ Signature: _____ Date: / /

