

Position Title	Library Community Engagement Coordinator	Salary	Level 5
Directorate	Community	Conditions	City of Palmerston Enterprise Agreement 2020
Department	Library Services	Employment Type	Full-time
Reports To	Library Services Manager	Duration	Ongoing
Direct Reports	2	Position Number	P3023

Our Organisational Environment

City of Palmerston's vision is to create 'A Place for People', where we focus on our strengths to ensure our City thrives into the future.

Our community is at the centre of everything we do. In achieving this we contribute to the vision where:

- Palmerston is a welcoming vibrant family city that fosters diversity and unity;
- In Palmerston, everyone belongs; and
- In Palmerston, everyone feels safe.

Our vision recognises the importance of valuing and investing in the natural environment, balancing economic imperatives and focussing on innovation to enable social transformation in our City. The Community Plan highlights the priorities for achieving these outcomes.

Our Customer Charter

City of Palmerston is committed to our customer charter and all employees are expected to uphold this commitment within their role.



Position Objective

To lead the programs team in designing, presenting, promoting and delivering a wide range of library events and programs which reflect the needs of the community and the strategic focus of City of Palmerston.

To develop strategies and local partnership opportunities that promote community participation and engagement of people from all backgrounds in the Palmerston community, within the library as well as other council facilities.

To develop and promote innovative technical and creative solutions and programs for the library.

Position Context

Reporting to the Library Services Manager, the Library Community Engagement Coordinator is responsible for the daily provision of excellent library services and programs that contribute to the delivery of the City of Palmerston Community Plan including the following:

- Delivering effective and modern library programs and events to the community
- Supervising, developing and leading the programs team
- Working in partnership with stakeholders to ensure library services are responsive to the community's needs
- Developing and promoting innovative technical and creative solutions for future library services to the community

Key Duties and Responsibilities



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- Develop and implement library events and programs and encourage participation of all groups and individuals in the community.
- Responsible for the supervision, coordination and training of the library programs team to ensure delivery of events and programs.
- Positively represent and promote Council's delivery of library services through modern and contemporary platforms.
- Oversee the booking and programming of the Community Recording Studio, including stakeholder engagement, promotion, and management.
- Develop and promote innovative technical and creative solutions and programs for the delivery of library services.
- Coordinate and facilitate the design and development of marketing and promotional material within a wide range of formats, including through social media and other online tools.
- Positively influence culture and team - work collaboratively with others, share learnings, build trust, and lead by example.
- Monitor, analyse and report on program and usage statistics, locations and service requirements of participants.
- Proactively manage customer feedback and satisfaction levels and collaborate with stakeholders in the development and implementation of recommendations.
- Work closely with key stakeholders to drive continuous improvement and attain employee buy in through active representation of the Library Services team.
- Provide support to management team as required.
- Provide a responsive, professional and customer focused library experience, which may include supervision of circulation activities during evening or weekend hours.
- Other duties as required.

What Council is looking for

- Recognised tertiary qualifications in library and information studies or other relevant qualifications or experience suited to this area.
- Experience in program; and event promotion and management.
- Excellent customer service skills with the ability to engage with people of all different ages and backgrounds.
- Utilisation of professional, articulate, and appropriate language when responding to enquiries and demonstrated experience in a customer focussed service role.
- Demonstrated excellent oral and written communication skills.
- Demonstrated experience in the use of information technology.
- Demonstrated strong interpersonal, communication and team-based skills.
- Display strong customer service skills with the ability to deliver exceptional service.
- Proven ability to work independently and exercise initiative in the application of established work procedures.
- Experience in supervising and motivating others.
- Willingness to undertake training and professional development.
- Hold a Current Ochre/Working with Children Card.
- Able to work evenings and weekends in support of community engagement events and activities.

Further Information

Prior to the City of Palmerston's employment offer being confirmed, successful applicants will be required to provide evidence of eligibility to work in Australia, hold a Class C Drivers License, provide copies of relevant qualifications and undergo a criminal history check. Some roles may require successful applicants to attend a



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medical examination, participate in a psychometric assessment, hold a Working with Children clearance and/or hold a White Card.