

POSITION DESCRIPTION

LIBRARY PROGRAMS OFFICER – P3020

DIRECTORATE	Community	BUSINESS UNIT	Library Services
REPORT TO	Library Programs & Outreach Coordinator	DIRECT REPORTS	Nil
CONDITIONS	City of Palmerston Enterprise Agreement 2025	LEVEL	Three
EMPLOYMENT TYPE	Full-time (38 hours), reasonable additional hours as required	DURATION	Fixed Term until 27 October 2026

THIS POSITION'S COMMITMENT TO THE COMMUNITY

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 Service Charter, and all employees are expected to uphold this commitment within their role.



POSITION OBJECTIVE

To assist in delivering a timely, professional, customer and community focused library and information service for the City of Palmerston, with a focus on providing innovative and engaging children's and adult programs.

POSITION CONTEXT

City of Palmerston's Capability Framework describes the capabilities and associated behaviours expected of Council employees at every level. These capabilities relate to generic knowledge, skills, abilities, and behaviours required by employees to perform their roles effectively.

Reporting to the Library Programs and Outreach Coordinator, the Library Programs Officer is responsible for participating in the daily provision of excellent library services and programs that contribute to the delivery of the City of Palmerston Community plan including the following:

- Developing and delivering engaging and contemporary library programs to the community
- Implementing library marketing and promotional activities
- Participating in daily library operations including circulation desk shifts and shelving.

KEY DUTIES AND RESPONSIBILITIES

- Undertake collaborative program development including age specific programs for identified groups primarily aimed at children but also includes youth, adults and seniors.
- Develop, coordinate, and maintain the Library School Holiday Programs.
- Preparation of program materials and resources and the implementation of marketing and promotion.
- Monitor and report on program and usage statistics, locations, and service requirements of participants.
- Provide a professional, customer focused library service, which may include supervision of circulation activities during evening or weekend hours.
- Assist customers in the use of self-service technologies, computers, printers, tablets and mobile devices, including social media and eBooks.
- Maintain order of library collections through shelving, shelf reading, reader requests, weeding, mending and repairs.
- Respond appropriately to challenging or sensitive situations, demonstrating empathy and professionalism and applying de-escalation techniques in line with training and procedures.
- Other duties as required at the level of this role.

WHAT COUNCIL IS LOOKING FOR

- Demonstrated skills and experience in program and event development and delivery of children and/or adult programs.
- Demonstrated ability to engage with people of all ages and backgrounds with empathy, respect and a genuine desire to help and support the community. Previous experience within a public library, and experience with library management systems desirable.
- Demonstrated strong interpersonal, communication and team-based skills.
- Practical working knowledge of Microsoft Office suite and demonstrated ability to learn new software through on-the-job training.

- 
- An enthusiastic attitude towards new technology and processes, with the ability to quickly learn and a willingness to teach others and information share.
 - Willingness to undertake training and professional development.
 - Ability to work independently and exercise initiative in the application of established work procedures.
 - Current NT driver's licence
 - Current Ochre Card
 - First Aid Certificate

FURTHER INFORMATION

Prior to 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 Licence, provide copies of relevant qualifications, and undergo a criminal history check. Some roles may require successful applicants to attend a medical examination, participate in a psychometric assessment, hold a Working with Children clearance and/or hold a White Card.