



## Position Details

<b>Position title:</b>	<b>Library Engagement and Experience Lead</b>
<b>Award Classification:</b>	Band 7
<b>Department:</b>	Community Services
<b>Division:</b>	Community Wellbeing Inclusion
<b>Date Approved:</b>	March 2024
<b>Approved By:</b>	Manager Community Services

### Organisational Relationships:

<b>Reports To:</b>	Head of Libraries
<b>Supervises:</b>	Adult Programs Librarians, Children and Youth Services Librarians, Communications and Promotions Officer
<b>Internal Stakeholders:</b>	Council Employees and Managers, Executive Team and Councillors
<b>External Stakeholders:</b>	Library users, Residents, members of the public, schools, community groups, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

## Position Objectives

- Lead the Adult, Children and Youth and Communication and Promotions teams, providing supervision and strategic guidance
- Lead the effective development and delivery of exceptional library experiences that drive community participation and satisfaction
- Strategically lead the development and delivery of community engagement and community consultation initiatives
- Facilitate strategic partnerships and stakeholder management to deliver enhanced learning and social connection opportunities for the community
- Provide leadership in marketing, community engagement and co-design across the service



## Key Responsibilities and Duties

- Lead the effective delivery of community learning, participation and outreach programs with an emphasis on partnerships
- Ensure that programs and activities delivered by team members align with the Library Action Plan 2021-2026 and other relevant Council Plans
- Lead and support the effective delivery of community engagement and consultation projects and initiatives across the service
- Lead the service in delivering customer experience improvements and enhancements across all touch points including both physical and digital
- Collaborate with relevant Council teams to effectively market and promote library services to reach a broader spectrum of the community
- Provide leadership, guidance, and coach team members to build capability and foster a positive working environment

## Accountability and Extent of Authority

- Provide leadership and ensure support, co-ordination, and supervision of staff within the team
- Provide support and direction to the Head of Libraries in development of strategic planning and policy development
- Manage resources and develop and interpret policies relevant to the objective of this role
- The freedom to act is set by policies, objectives and budgets, actions taken may have significant effect on programs or projects, or on public perception of the wider organisation

## Judgement and Decision Making

- Lead the strategic direction, development and adaptation of community learning, participation and outreach programs with an emphasis on partnerships
- Lead the strategic direction, development and adaptation of community engagement and customer experience activities across the service
- Assist in identifying and analysing areas for improvement including policy and process changes across the service for consideration by the Head of Libraries

## Specialist Skills and Knowledge

- An understanding of the wider organisation values, and the legal and political context
- Excellent written and verbal communication skills and demonstrated ability to work confidently with a range of internal and external stakeholders
- A proven ability to coordinate, plan and schedule projects or programs to ensure that delivery is on track
- Extensive knowledge and experience in planning and delivery of community building and community engagement programs
- Knowledge of marketing and community consultation procedures



- Knowledge of budgeting and relevant accounting and financial procedures

## Management Skills

- Leadership and management skills with ability to coach, develop and build team capability
- High-level skills in setting priorities, managing time and resources with minimal supervision
- Ability to work collaboratively across all levels of management and staff and achieve organisational objectives
- Ability to provide clear work direction for project staff whilst ensuring appropriate availability, utilisation, quality and productivity
- Highly developed problem solving, planning and project management skills
- Ability to manage projects, resources and external stakeholders to meet deadlines and budgets
- Ability to coordinate and undertake a range of tasks simultaneously and often under tight timelines

## Interpersonal Skills

- Highly developed verbal, written and interpersonal skills with ability to communicate with a diverse range of audiences
- Highly developed leaderships skills with ability to motivate, develop and mentor staff
- Ability to build and develop positive relationships with internal and external stakeholders at all levels
- Ability to gain cooperation and assistance from members of the public, government representatives and other employees

## Qualifications and Experience

- A Graduate Diploma or Degree in Library and Information Management or in a related field with several years relevant experience or lesser formal qualifications and extensive experience in supporting community focused services in public libraries.
- Previous experience working at a senior level in public libraries and/ or experience working at a senior level in a similar work environment
- Significant industry experience in the design and delivery of community engagement programs



## Mandatory Requirements

### Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

### Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

### Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

### Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Evidence of COVID-19 Vaccination or valid medical exemption in line with City of Port Phillip Vaccination Policy
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).



## Key Selection Criteria

- A Graduate Diploma or Degree in Library and Information Management or in a related field such as Community Development or Marketing and Communications and/or equivalent experience in supporting community focused services and programs in public libraries
- Significant industry experience working at a senior level in a library or in a community development role within a dynamic community service environment
- Significant industry experience in the design and delivery of community engagement and community programming preferably in a library setting
- Strong leadership and management skills with the ability to develop, mentor and coach staff
- Proven ability to build and maintain positive working relationships to deliver work in partnership with a diverse range of internal and external stakeholders
- Experience in and/or substantial knowledge of customer experience (CX) and co-design principles is desirable

*City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.*