POSITION DESCRIPTION

POSITION DETAILS

Position Title	Digital Experience Officer
Directorate	City Life
Unit	Learning Experience, Library & Community Hub
Team	Library & Community Hub
Reports To	Team Leader Learning Experience
Supervises	Nil
Grade	3
Date Prepared	January 2024
Date Last Updated	August 2026

1. POSITION PURPOSE

The Digital Experience Officer is responsible for the delivery of digital literacy activities for the community. This includes delivery of programs and events that enable the community to be confident in the use of new-to-them technologies and support their digital literacy. The development of the monthly eNewsletter and social media content creation are also tasks performed by this role.

The Digital Experience Officer is required to participate in providing high-quality customer service to meet the needs of the Library's customers. This includes ensuring that each customer receives a positive customer experience in line with the Library's Customer Care Standards.

2. ACCOUNTABILITIES

a. Collaborate with the Library and Community Hub team to ensure delivery of high-quality customer experiences through outstanding customer service, information and advice regarding the Burwood Library and Community Hub services, programs, activities and events.
b. Develop and deliver innovative digital experiences and tech enriched learning in response to community needs.
c. Keep up to date with new technologies through staff training, education and trial of new products.
d. Work collaboratively and flexibly across the three library teams to support the development and delivery of digital literacy programs and activities, and the communication and promotion of library resources and activities.
e. Develop the promotion and communication of resources and services to an online audience via social media, eNewsletter and digital screens.
f. Participate in the customer service roster, including evening work as required.

g. Participate in shelving and shelf tidying as required, and contribute to the maintenance of the library environment, including public areas and the information desk.

The employee is required to undertake any other duties, projects or tasks as directed by their supervisor, which are within their skills, competence and training.

3. SELECTION CRITERIA

Essential Qualifications / Licences / Certificates / Tickets

- Certificate IV in Library & Information Services, Customer Service or a related discipline with contemporary experience in a similar role; or significant relevant working experience in a similar role.
- Working with Children Check.

Skills and Experience

- Demonstrated proficiency and confidence in existing digital technologies, including social media.
- Ability to support team members and customers in the use of new-to-them technologies.
- Knowledge of and experience using Microsoft Word, Excel and Outlook.

Personal Attributes

- Demonstrated understanding and commitment to providing excellence in customer service.
- Superior communication and interpersonal skills including verbal, written, training and presentation skills.

Desirable Qualifications, Experience and/or Skills

- Experience in public libraries
- Confident in the use of Canva and/or Adobe Creative Cloud, particularly InDesign and/or Photoshop.
- Ability to speak a relevant community language.

4. WH&S RESPONSIBILITIES

Work Health and Safety (WHS) is the number one priority at Burwood Council ('Council').

As a worker of Council, it is your responsibility to:

- Follow Council's WHS policies and procedures as instructed
- Report all WHS hazards incidents and near misses to your supervisor as soon as possible
- Participate in all required WHS training

To minimise risk and assist in protecting workers in employment at Council, workers are required to meet the inherent requirements of the position, including any Job Demand Analysis (JDA) that has been completed outlining the inherent physical requirements of this position. Council seeks to apply reasonable adjustments to remove barriers to workplace participation for individuals with a disability or injury.

5. CODE OF CONDUCT

Behave ethically at all times and adhere to the *Burwood Council Code of Conduct*.

6. POLICIES, CORPORATE PRACTICES AND PROCEDURES

Comply with relevant Council policies, corporate practices, procedures and guidelines.

7. RECORDS MANAGEMENT

Routinely create full and accurate records within corporately sanctioned systems, treat records with care, and ensure that records are managed securely.

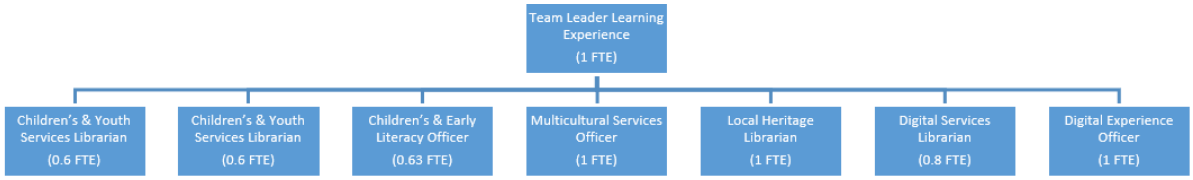
8. RISK MANAGEMENT

Responsible for supporting and promoting a risk management culture by being actively involved in the management of risk. Recognise and accept that risk management is your responsibility and is to be applied to all aspects of your duties.

9. LIMITS OF AUTHORITY

This position is granted powers by the General Manager in accordance with the prevailing version of the instrument of *Delegations and Authorisations from the General Manager*.

10. ORGANISATIONAL RELATIONSHIPS



11. EMPLOYEE ONLY

I have read and understand the content of this Position Description and undertake to meet the key accountabilities in an appropriate manner.

Name **Signature** **Date**