



THSC Position Description

1. Position Details

Position Title	S1229 Programs & Community Engagement Officer
Team	Library Services
Group	Customer, Community Services Group
Report To	S0982 Senior Coordinator Library Operations and Community Engagement
Number of Direct Reports	0
Max Grade	S08
Min Grade	S07

2. Organisational Values

Core Value	Expectation
Honesty	Sets an honest and ethical example for others to follow. This means acting truthfully, transparently and fairly and holding others accountable to do the same.
Integrity	Monitors confidentiality and guide others to respond to inappropriate conduct and conflicts of interest. Models and practices behaviour that supports Council's Fraud and Corruption Policy and other policies. This means facilitating a work environment that encourages reporting of inappropriate conduct and taking responsibility for own actions.
Loyalty	Commits to facilitating the delivery of best outcomes for the organisation. This means fulfilling the obligations of your role and leading by example.
Leadership	Knows own strengths and limitations and can develop them in others. This means taking action to put in place initiatives to coach and assist individuals and teams to apply their capabilities productively in the workplace. This also means participating in team meetings, training and contributing to a positive corporate culture.
Safety	Facilitates resources to implement safe work practices and act on reports of incidents and hazards immediately. This means taking action to provide resources to implement Workplace Health and Safety policies and procedures and make changes to improve safe work practices. Adheres to the responsibilities under Council's WHS Policy and WHS Responsibilities and Accountabilities Procedure.

3. Primary Purpose

This role is responsible for the planning, implementation and delivery of allocated programmes and activities that contribute to the library's goal to deliver programs for leisure, cultural and education opportunities. Coordinate service wide programs across all of Council's Library teams as well as provide guidance in relation to the delivery, marketing and promotion of activities and programmes to ensure activities reach capacity.

4. Skills & Competencies

Item	Description
PLAN & PRIORITISE	Understands the strategic direction of Council and contributes to the delivery of team goals and outcomes.
FINANCE	Undertakes tasks and duties with a financially responsible approach.
TECHNOLOGY	Identifies ways to leverage technology to achieve better outcomes and uses corporate systems.
PROCUREMENT	Complies with Council's procurement guidelines.
FLEXIBILITY & CHANGE	Is flexible and able to adjust to changes in their working environment. Listens and takes action to make changes when provided with feedback. Can bounce back after setbacks and failures and use them as an opportunity to learn.
WORKING WITH PEOPLE	Can work as a member of a team and develop meaningful and productive workplace relationships.



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COMMUNICATE & COLLABORATE	Can engage team members and internal stakeholders. Can tailor communication style to the needs of the audience, actively listens to others and provides input where appropriate. Develops respectful working relationships with team and colleagues.
INFLUENCE & NEGOTIATE	Influences and negotiates with other internal and external stakeholders from a position that is well informed of the key issues. Works towards mutually beneficial outcomes.
LEGISLATION & POLICY	Works within defined legislation and policies relevant to their role.
CONTRIBUTE TO COUNCIL'S ETHICAL STANDARDS	Models behaviours to maintain Council's ethical standards, compliance with the Code of Conduct and contributes to wellbeing and reporting inappropriate behaviour.

5. Duties

Deliver high quality customer service in a high volume fast paced environment, phone and online enquiries
Direct Customer Service as rostered including evenings and weekends.
Act as the Shift Supervisor as rostered to manage the daily operations of the library including resolving customer enquiries and complaints on a range of Library and Council services.
Plan and coordinate the delivery of programs and activities that support lifelong learning and community wellbeing across the Libraries.
Participate in a range of library programs and outreach activities including driving the Library vehicle.
Actively seek out opportunities to partner internally and externally to deliver programs and activities.
Work with external providers to ensure supply meets agreed standards, procurement processes are adhered to and necessary documentation is verified.
Assist in the maintenance of the Library's online booking system for programs and activities.
Assist with marketing through the Library's social media and coordinate the preparation of promotional materials.
Collaborate with internal stakeholder in the promotion of events, programs, collections technology and operations.
Review and implement merchandising and promotional plans and material across the library service in conjunction with Development Officer Community Engagement.
Gather community feedback relating to potential new programs and activities to meet community expectations. Source and evaluate potential performers/presenters.
Actively maintain an awareness of trends and developments in Library promotion and outreach services
Participate in identifying and developing opportunities to improve processes and procedures.
Other duties as specified by the Supervisor/Manager

6. Risk Management

Act at all times in a manner which does not place at risk the work health and safety of themselves or any other person in the workplace. Be responsible and accountable for taking practical steps to minimise Council's exposure to risks insofar as is reasonably practicable within your area of activity and responsibility.
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7. Qualifications and Accreditations

First Aid - (HLTAID011)
First Aid - CPR (HLTAID009)
Drivers Licence (Class C) - NSW
Working with Children Check
Tertiary qualifications in Library & Information Services or related field or currently undertaking

8. Knowledge and Experience

Experience in planning and delivering community activities and programs.
Experience in managing a budget.



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Highly developed customer service skills.
Proven technology skills.
Ability to analyse reports and apply results.

A handwritten signature in black ink, appearing to be 'J. Smith', written over a horizontal line.

Managers Signature

01/05/2026

Date

Employees Signature

Date

Employee Name

Job Demands Checklist for: Programs Community Engagement Officer

PHYSICAL DEMANDS	Definition	Freq.
1. Sitting	Remaining in a seated position to perform tasks	C
2. Standing	Intermittent standing to perform tasks	C
3. Walking	Intermittent walking various floor type: even / uneven / indoors / outdoors / slopes	F
4. Running	floor type: even / uneven / indoors / outdoors / slopes	N
5. Bending/Leaning Forward from Waist	Forward bending from the waist to perform tasks	F
6. Trunk /Twisting	Turning from the waist while sitting or standing to perform tasks	F
7. Kneeling	Remaining in a kneeling posture to perform tasks	O
8. Squatting/Crouching	Adopting a squatting or crouching posture to perform tasks	O
9. Leg / Foot Movement	Use of leg and / or foot to operate machinery	N
10. Climbing (stairs/ladders)	Ascend / descend stairs, ladders, steps	O
11. Lifting/Carrying	Light lifting and carrying: 0 – 9kgs	F
12. Lifting/Carrying	Moderate lifting and carrying: 10 – 15kgs	O
13. Lifting/Carrying	Heavy lifting and carrying: Up to 20kg (not required)	N
14. Reaching	Arms fully extended forward or raised above shoulder	O
15. Pushing/Pulling/Res training	Pushing/pulling: 0-9kgs (documents/laptop) Pushing/pulling: 10 – 15kgs	O O
16. Head/Neck Postures	Holding head in a position other than neutral (facing forward)	F
17. Hand/Arm Movements	Repetitive movements of hands and arms for administration work	C

SENSORY DEMANDS	Definition	Freq.
1. Sight	Use of sight is an integral part of work performance. E.g. Computer screens used for administrative work	C
2. Hearing	Use of hearing is an integral part of work performance. Operating a telephone for administrative duties	C
3. Smell	Use of smell is an integral part of work performance.	N
4. Taste	Use of taste is an integral part of work performance.	N
5. Touch	Use of touch is an integral part of work performance. For administration work and other tasks	C
PHSYCHOLOGICAL DEMANDS	Definition	Freq.
1. Distressed People	Emergency situations	O
2. Aggressive & Uncooperative People	Dementia, mental illness, drug or alcohol	O
3. Unpredictable People	Dementia, mental illness, drug or alcohol	O
ENVIRONMENTAL DEMANDS	Definition	Freq.
1. Dust	Exposure to atmospheric dust onsite	N
2. Gases	Working with explosive or flammable gases requiring precautionary measures	N
3. Fumes	Exposure to noxious or toxic fumes	N
4. Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	N
5. Hazardous Substances	Dry chemicals, glues, etc.	N
6. Noise	Environmental / background noise necessitates people to raise their voice to be heard	O
7. Inadequate Lighting	Risk of trips, falls or eyestrain	O
8. Sunlight	Risk of sunburn exists from spending more than 10 minutes per day in sunlight	N
9. Extreme Temperatures	Environmental temperatures are less than 15°C or more than 35°C	N

18. Grasping/ Fine Manipulation	<i>Low-medium strength/ fine motor skills</i>	F
19. Work at Heights	<i>Using ladders, footstools, scaffolding, or other objects to perform work.</i>	N
20. Driving	<i>Operating motor vehicle</i>	O

FREQUENCY KEY:

C

Continuous

67-100%

Occurring continuously over a period of time

F

Frequent

34-66%

Occurring or done many times at short intervals

O

Occasional

1-33%

Occasional or done infrequently or irregularly

N

Never

0%

Never

10. Confined Spaces	<i>Areas where only one egress (escape route) exists</i>	N
11. Slippery or Uneven Surfaces	<i>Greasy or wet floor surfaces, ramps, uneven ground</i>	O
12. Inadequate Housekeeping	<i>Obstructions to walkways and work areas cause trips and falls</i>	O
13. Working at Heights	<i>Using ladders, footstools, scaffolding, or other objects to perform work.</i>	N
14. Biological Hazards	<i>Exposure to body fluids, bacteria, infectious diseases</i>	N
15. Vibration	<i>Whole body vibration, upper or lower body vibration</i>	N
16. Hot works	<i>Asphalt or other hot work</i>	N

Work Arrangements & Requirements

Hours/Days of work

Variable hours

☐ Overtime
☐ On Call
☐ Call Outs

Break/Rest Periods

Equipment used

Personal Protective Equipment

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