

POSITION DESCRIPTION

TITLE:	Senior Coordinator Library Programs & Engagement	Position Number	3950
Classification:	Level 8		
Hub:	Community	Program Area:	Library & Family Services
Reports to:	Executive Manager Library and Family Services		
Direct Reports:	First Nations Library Services Officer, Community Wellbeing Officer, Children and Youth Services Librarian, STEAM Programs Officer, Programs Officer, Supervisor Family & Children's Services		

OUR VISION and MISSION

Darwin 2030 – City for People. City of Colour.

We will work with the community and partners, provide leadership and deliver services that create opportunities to enhance the economic, cultural and environmental sustainability of Darwin.

OUR STRATEGIC DIRECTIONS

- A capital city with best practice and sustainable infrastructure
- A safe, livable and healthy city
- A cool, clean and green city
- A smart and prosperous city
- A vibrant and creative city

ORGANISATION OPERATING MODEL

City of Darwin's organisational operating model is an agile high -performance operating model based on supporting collaboration, improving speed of delivery of strategic outcomes, and growing innovation. The model consists of four operating hubs, the Office of the Lord Mayor and CEO, Community, Corporate and Innovation, and incorporates:

- an agile organisational structure,
- high-performance culture,
- enterprise leadership,
- psychological safe working environment, and
- high collaboration and communication.

POSITION OBJECTIVE:

Senior Coordinator Library Programs & Engagement is responsible for the leadership and development of the programs, services and events that enhance community engagement with our libraries and family services. This role seeks to ensure equal access to our programs for all members of the community, including those from minority groups and vulnerable community members. This role is responsible for the Programs and Engagement team that delivers diverse and engaging programs and services to a wide range of audiences in the community.

As a member of the Library & Family Services leadership team, this position has a key role in implementing the strategic objectives of the public library sector strategy and library operational plans.



KEY RESULT AREAS:

CORPORATE IDENTITY

Promote and embody City of Darwin's Vision and Mission

Promote and embody City of Darwin's staff values, CARES:

Customer Service, Accountability, Respect, Excellence and Solidarity

Act in accordance with and abide by the City of Darwin's Code of Conduct



SERVICE DELIVERY

LEADERSHIP

- To oversee, coordinate, plan and deliver on the operational requirements of the Programs and Engagement team to ensure timely and professional delivery of services in accordance with Municipal and Business plans.
- Monitor and report on the performance of Programs and Engagement service delivery and any other relevant reporting required for the Program Area.
- Ensure Programs and Engagement services are completed in accordance with the approved budgets and develop, manage, and report on the cost effective and efficient provision of services within the areas of responsibility.
- Lead by example and adhere to all legislative, governance and organisational protocols always.
- Deliver effective advice and updates to the Executive Manager Library & Family Services in preparation for Council and other meetings relevant to the section.
- Under the guidance of the Executive Manager, review and set business unit goals and performance measures to link community needs and organisational priorities for service delivery.

LIBRARY & FAMILY SERVICES

- Coordinate the strategic management and development of Library & Family Services programs, services, events and marketing that meet the recreational, cultural, information and education needs of the community, with a particular focus on the inclusion of families, vulnerable groups and groups that experience barriers to accessing libraries.
- Oversee the development of program plans and guidelines in accordance with policies, procedures and relevant internal and external strategies, including those of funding bodies.
- Collaborate with teams across City of Darwin to plan and execute marketing initiatives to enhance the visibility and impact of Library and Family Services programs and services, while supporting and guiding team members to ensure cohesive and effective promotional efforts.
- Lead and manage diverse teams to develop and deliver contemporary programs, events and services that adapt to meet community needs.
- Implement actions to promote our services as places that embraces and tells the stories of Darwin's cultural diversity, including recognising and celebrating First Nations stories and history that relate to Larrakia people.
- Monitor current and future trends in the provision and delivery of community programming and ensure these are reflected in strategic planning.
- Plan, develop and implement programs which contribute to reading, information and digital literacy skills development of staff and the community.
- Identify barriers that prevent people from accessing our programs and services and ensure these are addressed to improve inclusion and accessibility.



- Contribute to reports for Council and external funding bodies and write applications for grant funding in order to develop new services or programs.
- Participate on working groups to develop sector-wide programs and services.
- Contribute to and support the achievement of the Libraries and Family Services goals as outlined in City of Darwin strategic and planning documents.
- Develop partnerships with other City of Darwin program areas and external agencies to enhance and improve the variety and programs and services available to the community.
- Manage budgets including forward planning, budget development and monitoring, to ensure provision of services that meet community needs.
- Ensure customers are provided with a positive, proactive and responsive customer service experience.
- Undertake other duties within the skill and scope of the position as required.

PEOPLE AND CAPABILITY / TEAM SUPPORT

- Work professionally, cooperatively and respectfully with other team members to accomplish joint tasks and build positive working relationships.
- Actively coordinate, lead and participate in team meetings and other relevant forums, events or organisational meetings as required.
- Lead by example and maintain team compliance with all Human Resources policies, procedures and practices to ensure appropriate, fair and equitable people management is maintained at all times including, but not limited to:-
 - Authorise fortnightly timesheets and relevant leave applications for direct reports.
 - Effectively manage employee relations issues in conjunction with Senior Management and a Human Resource Business Partner.
 - Undertake recruitment activities and onboarding activities, such as providing a thorough departmental induction, as required.
- Proactively engage in performance management processes (i.e., probation reviews and annual performance appraisals) as required.
- Undertake any other duties within the skill and scope of the position or your skill set, as directed

WORKPLACE HEALTH AND SAFETY

- Lead by example and maintain team compliance with all Workplace Health and Safety policies, procedures and practices to ensure City of Darwin's duty of care and legislative obligations are maintained at all times including, but not limited to:-
 - Report all incidents, near misses and hazards immediately.
 - Investigate all accidents/incidents and ensure that adequate control measures are implemented to prevent reoccurrence.
 - Supervise and assist the Work Health and Safety team in the return-to-work process for all injured employees.
- Ensure your personal health and safety and that of others in the workplace, and report all accidents, incidents and hazards immediately via WHS systems.
- Comply with City of Darwin's Workplace Health and Safety (WHS) policies and procedures and WH&S Management System.

POSITION PRE-REQUISITES

Bachelor's degree in Library/Information Services, or equivalent qualification in a relevant field,
Eligible for Associate membership of ALIA.



Minimum of five (5) years' experience in a relevant operational leadership role
NT Working with Children Clearance (Ochre card)
Possession of a Class C Drivers Licence
Ability to obtain a National Police Records Check

APPROVED BY: 
Executive Manager Library & Family Services

Date: 29/1/24

Employee Acknowledgement

I, _____ have read and understood the requirements of the role; responsibilities and accountabilities as outlined within this Position Description. I understand that I am also responsible for complying with Council's policies & procedures as they relate to my position.

Signed: _____

Date: _____

FOR RECRUITMENT PURPOSES ONLY:



Essential experience, skills, and qualifications:

- Meets the position prerequisites.
- Demonstrated ability to provide leadership that engages, develops, and supports a team-based environment with strong customer service values.
- Proven experience and capability in managing innovative and dynamic library programs and that meet the needs of our diverse community.
- Demonstrated ability to engage, interact and work collaboratively with other City of Darwin program areas, community organisations, other library services and external agencies.
- Well-developed administrative and organisational skills including records management and project management.
- Demonstrated high-level interpersonal skills, including communication and negotiation, to effectively manage and provide expert level advice, including problem solving.

Desirable experience, skills, and qualifications:

- Membership of a professional body such as ALIA

