

# Position Description

## Children Services Project Officer

February 2024

### DETAILS

Team and Department	Service Development, Randwick City Library
Division	Community and Culture
Supervisor	Children and Youth Librarian
Direct Reports	NA
Grade	11
Delegation of Authority	NA
Budget Expenditure	No responsibility for managing expenditure
Procurement Expenditure Levels	\$0
City Plan Directions	B13.1.5 Provide a diverse range of educational and recreational programs, activities and events through the library to support different community groups including seniors, our multicultural community, children and teens.

### PURPOSE

The Children Services Project Officer is a customer facing role involved in the planning and delivery of programs, primarily in the Children's team, with the focus on early literacy activities. It is also involved in outreach to our diverse community and service to library customers at our three branches.

### KEY ACCOUNTABILITIES

1. Support the Childrens and Youth Librarian to develop, promote and deliver early literacy and children's programs for families and carers with children aged 0-12years, including those from a Culturally and Linguistically Diverse (CALD) background.
2. Support the Youth Officer with events, activities and collections targeting youth ages 13-24 years as required.
3. Support Service Development Librarians with their collections, programs and activities as required.
4. Provide exceptional customer service on the circulation desk at the three library locations as rostered.

### KNOWLEDGE, SKILLS AND ABILITIES

#### ESSENTIAL

1. Diploma in Library & Information Science or equivalent (minimum qualification)



INTEGRITY – CUSTOMER FOCUS – ACCOUNTABILITY – RESPECT – EXCELLENCE

2. Strong interest in engaging with the public and willingness to participate in staff roster at all library locations
3. Demonstrated ability in planning and delivering programs and activities to identified target groups; children and their parents, young adults, CALD communities and seniors.
4. Demonstrated ability to work as part of a team and to be an effective team member.
5. Demonstrated ability and experience in using current technology including computing, Microsoft Office, tablets and devices and online resources.
6. Well-developed oral and written communication and interpersonal skills.
7. Strong commitment and understanding of the philosophy of a quality customer focussed service.

#### **DESIRABLE**

1. Experience in working in customer service in a public library environment.
2. A background in Children's Library Services or Performing Arts and experienced in singing and performance with children.
3. Class C motor vehicle licence

### **COMPETENCIES**

#### **ESSENTIAL**

(See HR for Assistance)

#### **DESIRABLE**

(See HR for Assistance)

### **CORPORATE REQUIREMENTS**

Position falls under the definition of child related employment	YES
WHS General Construction Induction (White) card	NO
Good driving record or possession of a driving licence required	YES
Specify licence type:	C CLASS
Position required to make a disclosure of pecuniary interest	YES
Criminal History Check	YES
Record keeping responsibilities	YES

#### **Delegations**

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

#### **Code of Conduct**

All staff are required to adhere to the Code of Conduct.

**Workplace Health and Safety**

All staff are required to adhere to Councils Workplace Health and Safety Policy.

**Equal Employment Opportunity**

All staff are required to participate in and demonstrate behaviour that supports the EEO Policy and EEO Management plan.

**Recordkeeping Responsibilities**

Ensure accurate records are maintained in Council's corporate information system for all customer queries, customer complaints and documenting evidence of business transactions.