

POSITION DESCRIPTION

POSTION	DIGITAL EXPERIENCE ACTIVATOR
SECTION/WORK UNIT	Community Experience
LOCATION	GLHC and across all branches as rostered
AWARD CLASSIFICATION	Band 5
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement ((2020) and its successors)
REPORTS TO	Library Coordinator/s, GLHC
OCCUPANT	VACANT
APPROVED BY	Director, Community Experience
DATE	February 2023

WHO WE ARE

The Geelong Regional Library Corporation's (GRLC) purpose is to provide *a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging*. This is particularly pertinent as we contribute to the recovery of our region during and post pandemic.

We are a consistently recognised leader in Victoria's public library sector and provide services across the five local government areas that are part of the G21 region. This includes 19 libraries and 3 mobile library services, with five new libraries planned to open by 2025.

We create safe and welcoming spaces for everyone and host a rich calendar of learning and cultural programs and events with live audiences and via online platforms.

We continue to embed an organisational culture that is curious, caring, skilled and confident to experiment during these transformative times.

We are focussed on establishing strategic transformative frameworks and systems that will ensure we are known as a sustainable, well governed, and future focussed organisation.

We aspire to be regional leaders in technology and innovation so that, as the custodians and distributors of accumulated knowledge and resources, we can ensure universal access for everyone in our growing region, whether online, in our libraries, or through outreach and innovative partnerships.

POSITION OBJECTIVE

To proactively contribute to activating our libraries to become digitally innovative spaces for our community. Supporting team members to deliver innovative and customer responsive services and programs focused on emerging digital technologies.

The incumbent is curious about and excited by bringing emerging and yet to be discovered technologies to our communities and is keen to partner with diverse stakeholders to deliver creative solutions to meet community needs.

ROLE RESPONSIBILITIES

Identify and develop opportunities and initiatives to engage with community members who are early technology adopters, not engaged with our Library Services

Foster a culture of learning and engagement by modelling continuous personal learning in technology, including coaching and training of staff in emerging technologies

Provide specialist advice to relevant coordinators and managers on digital asset management, repurposing, decommissioning, replacement, and purchase on new technologies in response to community need

Identify and approach local organisations who will benefit from creative and digital activation and engagement programs, with guidance from relevant coordinators and managers.

Participate in duties required as part of the Geelong Regional Library Corporation team, including supervising teams as required in lieu of senior staff, attending relevant meetings etc...

Undertake customer service duties as rostered or required

Design, implement and evaluate programs/events to activate creative spaces, showcase technologies and support customer engagement with creative digital technologies

CLASSIFICATION DEFINITIONS

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Develop, deliver, and evaluate plans, proposals, and collections for area of responsibility that align with established library priorities and community-led approach

Timely development of a calendar of outreach and customer engagement events and initiatives, and proactively respond to requests to partner with relevant organisations

Supervision of staff, resolving customer service issues, and smooth operation of the library facility when rostered as the senior staff member

Operate within library procedures and guidelines, Council policies and under the provisions of relevant Acts, regulations, codes, standards, and policies.

JUDGEMENT AND DECISION MAKING

Think creatively to develop innovative approaches, methods and processes utilising relevant knowledge and experience

Ensure consistency in library activation and engagement initiatives and by consulting with the Library Coordinator and library staff involved in delivering programs

Make decisions on the day-to-day operation of the library, customer information enquiries, and troubleshooting of equipment and technology

Identify and resolve problems using standard procedures and guidelines and provide recommendations within scope of expertise, through guidance and advice which is usually available within time required to make a choice

MANAGEMENT SKILLS

Ability to manage time effectively, prioritise and plan own work, set and achieve short-and-long-term goals to achieve library objectives

Proven ability to work independently and constructively and to contribute effectively as a flexible team member

Ensure OH&S and other legislative requirements are met in relation to the work areas within the responsibility of the position

Sound supervisory skills and ability to prioritise workflows and resolve customer issues in a busy customer service environment

Effectively lead staff involved in program delivery of area of responsibility and when rostered as shift supervisor

INTERPERSONAL SKILLS

Highly developed interpersonal, presentation and written communication skills, including conflict resolution

Demonstrated stakeholder engagement skills that showcase patience, flexibility and the ability to engage with people of diverse backgrounds and experiences

Sound communication skills with the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, schools, community organisations, industry networks, and Council service units

Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve issues and problem behaviour

SPECIALIST SKILLS AND KNOWLEDGE

Well-developed knowledge and understanding of new and emerging technologies

High level of skill and expertise in technology devices, resources and applications

Experience in training development, presentation and evaluation in community programming for adults

Ability to work with, understand and anticipate the needs of library customers

Demonstrated skills in written and verbal communication including presentations, summarising research and preparing reports

Demonstrated experience and evidence of strong technical and troubleshooting ability of systems, hardware and software that apply to the contemporary library service

Strong working knowledge of audio-visual equipment including podcasting and recording equipment

QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE

Relevant Tertiary qualification/s or relevant sector experience

Current Victorian Drivers Licence – Mandatory

Current Police Check - Mandatory

Current Working with Children's Check – Mandatory

KEY SELECTION CRITERIA

1. Demonstrated understanding of designing and delivering programs to increase community capacity to engage with emerging technology
2. Experience working with new and emerging technologies and the demonstrated ability to turn innovative ideas into practical opportunities for experimentation and learning
3. Experience in partnering with diverse stakeholders to deliver creative solutions to meet community needs
4. Experience in the provision of advice on digital asset management acquisition and life cycle in response to community need
5. Excellent interpersonal, training, and oral and written communication skills
6. Ability to proactively model and champion change working across multiple teams
7. Ability to prioritise and manage competing deadlines

Occupational Health & Safety

Adhere to all Occupational Health and Safety policies and procedures including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.

Take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace.

Culture

Contribute to a more flexible, resilient, and proactive culture

Create and maintain a child safe culture

Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment

Promote a positive image of the library to the community through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner

Ensure awareness and adherence to all Geelong Regional Library Corporation policies and procedures

ORGANISATIONAL RELATIONSHIPS

- Reports to:** Library Coordinator
- Directly supervises:** Library officers, shelvers, industry placement and work experience students when rostered as shift supervisor
- Internal Liaisons:** Collections and Information Services Team
Digital Solutions and Innovation Team
Library Coordinator, Community Development
Marketing
All staff
- External Liaisons:** Library Users
Community groups
Formal and informal local education providers
City of Greater Geelong Customer Service staff
Victorian public library colleagues
External suppliers, contractors & service providers
Guests and visitors to the libraries

HOW TO APPLY

Please attach a cover letter, curriculum vitae, and address key selection criteria contained within the Position Description. Please upload a single electronic file (MS Word or pdf). For further information you can visit our website on www.grlc.vic.gov.au

Please provide contact information for three references of which at least two have supervised your work.

Applications close by Sunday 19 March.

If you have any queries regarding the role, please contact Clare Presser on 4201 0639.

If you require additional support to make an application, or would like to obtain more information, or seek an adjustment to the recruitment process based on your specific needs, please contact the People & Culture team on (03) 4201 0515 to discuss at any time. We will endeavour to accommodate any reasonable request.