Position Title	Technical Specialist Library Programs
Department	Community Services
Unit	Community and Cultural Services
Team	Library Programs
Supervises	N/A
Reports To	Team Leader Library Programs
Grade Range	F
Date Prepared	14/06/2025
Date Last Updated	

Our Vision & Values: A leading organisation that collaborates & innovates

We are committed to **safety**

We work as one **team**

We act with **integrity**

We care about our **customers**

We **continuously improve**

Primary purpose of position

The position is responsible for supporting the planning, coordination, and delivery of engaging library programs and events. Working as part of the Library Programs Team, the position collaborates closely with internal colleagues, community partners, and stakeholders to ensure programs are inclusive, well-executed, and aligned with the library's strategic goals. This position acts as a subject specialist in planning, developing and delivering adult programs that meet the informational and recreational needs of the community.

Accountabilities

- Work closely with Team Leader Library Programs in developing, planning and coordinating the delivery of quality library programs and events for adults across all library branches.
- Liaise with external and internal partners in order to increase capacity and improve programs and events.
- Coordinate logistics, resources, and promotional activities to support successful program delivery.

- Monitor and maintain awareness of current trends in development of library programs and events and attend appropriate user groups and conferences to keep up to date with industry trends.
- Prepare regular reports on program attendance, engagement levels, and participant feedback to assess program effectiveness and inform future planning.
- Track and report on program-related expenditures, resource usage, and budget alignment to ensure financial accountability and transparency.
- Provide advice and training to staff in the areas of programs and events planning, development and delivery or other, as needed.
- Support a culture of teamwork, innovation, and inclusivity within the Library Programs Team.
- Provide input into the annual budget, team action plans, individual action plans, programs and contribute to submissions for grant funding and sponsorships where required.
- Contribute to program evaluation and continuous improvement through feedback and data collection.
- Foster and maintain an environment of quality service, continuous improvement and undertake reviews of existing and potential new service/projects and work practices, procedures, documentation and methodology.
- Other tasks and duties as required

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Senior Technical/ Professional Specialist		
Capability Group	**Capability Name**	**Level**
Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
Relationships	**Communicate and Engage**	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Display Resilience	Adept	• Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and works to make the most of them • Gives direct and honest feedback/ advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations
Relationships		
Communicate and Engage	Adept	• Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Results		
Innovate and Improve	Advanced	• Encourages independent thinking and new ideas from others • Draws on developments and trends in the industry and beyond to develop solutions • Supports experimentation and rapid prototyping to test and refine innovative solutions

		• Develops/champions innovative solutions with long standing, organisation-wide impact • Explores creative alternatives to improve management systems, processes and practices • Contributes own knowledge and experience to staff training and development sessions
Resources		
Technology and Information	Adept	• Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations
Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct
All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety
All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management
All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience
Essential Qualifications
- Tertiary qualifications in Library and Information Science, allowing professional membership of ALIA or relevant field appropriate to the duties stated.
- Class C Licence
- Working with Children Check

Essential Experience

- Substantial public library experience in a professional capacity within a diverse community.

- Current knowledge and understanding of Library Management issues, technologies, current trends and industry best practice and developments.
- Excellent oral and written communication skills, with demonstrated ability in presentation delivery and project management.
- Strong time management capabilities, with a proven ability to manage multiple priorities effectively.

- The ability to provide effective training to target groups and library staff.
- Self motivation and willigness to share knowledge and work as part of the team.
- Computer literacy in current business packages and library systems.

Desirable Qualifications and or Experience

- Experience in event planning and/or program development for a diverse community.
- High level of interpersonal and customer service skills, with a proven ability to engage with the local community.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☑	☐
Does this position require incumbent to undergo criminal reference check?	☐	☑
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☑	☐
Will incumbent need to make disclosure of pecuniary interest?	☑	☐
Could there be a conflict of interest with secondary employment?	☑	☐