

## POSITION INFORMATION

### Internal and External



<b>Position Title</b>	<b>Digital Life Librarian</b>
<b>Position Status</b>	<b>Permanent Full Time</b>
<b>Position Number</b>	<b>N00924</b>
<b>Salary Level</b>	<b>LGO 5 (\$76,186 - \$79,514 per annum) + superannuation, based on skills, qualifications and experience</b>
<b>Division</b>	<b>Planning, Environmental and Cultural Services</b>
<b>Section</b>	<b>Cultural Services</b>
<b>Closing Date</b>	<b>SUNDAY 27 JANUARY 2019</b>

Townsville City Council acknowledges the traditional owners and custodians of Townsville, the Bindal and Gurambilbarra Wulgurukaba peoples.

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### Townsville: City of Opportunity

Townsville is the capital of Northern Australia, and Townsville City Council is the largest regional council in Queensland. Our Council is undergoing a whole-of-organisation transformational change which will place our customers at the heart of everything we do and allow us to take advantage of exciting opportunities to revolutionise the delivery of services to a community of more than 190,000 residents. Council strives to facilitate sustainable economic development for our region, enhance quality of life for our residents, and identify and unlock the potential of our City through inspired leadership, co-design of services with the community, and sustainable and innovative business partnering.

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The **Digital Life Librarian** will contribute to implementing a holistic program of change across the Planning, Environmental and Cultural Services Division in collaboration with the section leadership team and in consultation with the Townsville community. This will involve leading the Cultural Services Section on a transformative journey focusing on the needs and aspirations of the Townsville community developing a culture of customer-centricity and personal accountability; and reshaping how we deliver services to maximise value.

This position is responsible for the delivery of Planning and Business Development Services to internal customers in accordance with the Library Services Strategic Plan and works as part of the Planning and Business Development Unit, as suppliers to the Operations Support Unit, Learning and Information Unit, and Customer Experience Unit of the Libraries Team.

This position manages all daily aspects associated with planning for digital programs and services for the community. Programs include digital literacy, cyber safety, coding, robotics, and digital creative areas such as digital photography, music and sound recording and production, animation, game design, and computer aided design (CAD) for desktop manufacturing (3D printing and other CNC techniques).

Services include the creation and delivery of in-branch, outreach and online library programs, such as webcasts and webinars, video-chat services and eLearning services. Digital services and programs will connect the community with the library collections (print and digital) and encourage people to engage with in-person library programs. Some of these programs and services are developed and delivered in partnership with relevant organisations. The position will play a key role in supporting library staff to provide digital technology advice and instruction to the community.

### Key Accountabilities

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Keeping the customer at the heart of all activities, the **Digital Life Librarian** will:

- Deliver an outcomes-focused culture where leaders and staff take personal accountability for delivering on Council's vision and policy.
- Ensure that the Cultural Services Section delivers on co-design of services with the community, a whole-of-Council approach to integrating service delivery, and an innovative view of Council's long-term opportunities.

- Develop, maintain and continually improve planning and business development service delivery workflow, which includes:
  - Effective planning of digital services and programs, to meet the identified needs of the community.
  - Monitor and manage the budget allocation, including grants, for this area of service provision.
  - Work in collaboration with the Business Development Planning Officer to analyse feedback and other performance data to inform future service delivery.
  - Develop sustainable networks, both internal and external to ensure optimal delivery of services.
  - Provide professional advice on matters relating to digital literacy and confidence, and develop programs to connect the community with the library collections.
  - Monitor developments in new and emerging practices in the delivery of digital learning services and provide advice to the Coordinator, Planning and Business Development on the development and implementation of best practice.
- Follow reasonable directions to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster or event.
- Ensure that your obligation with respect of Workplace Health and Safety and all relevant policies, procedures and legislative requirements are modelled and followed.

## Key Requirements

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- Graduate or post-graduate qualification in Librarianship, to meet the requirements for Associate membership of the Australian Library and Information Association, or other similar qualifications in a related field, such as education or social sciences, IT or digital services management.
- Current “C” class driver’s licence.
- Proven ability and enthusiasm to lead self and learn new processes, practices and procedures which relate to digital technologies and help support the high end delivery of quality customer service.
- Relevant experience in developing and sustaining business relationships with internal or external customers.
- Relevant experience in effectively articulating problems and opportunities; and their potential impacts on service delivery.
- Demonstrated experience in working in a team environment and supporting the entire team to achieve high quality outcomes through a collaborative approach.
- Effective planning of digital services and programs, to meet the identified needs of the community.
- Demonstrated ability to deconstruct problems and understand the issue to support high end service delivery.

## Position Dimensions

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Our Council employs 1700 staff and has an annual budget of \$593 million and assets of \$4.6 billion.

## Reporting Structure

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The Digital Life Librarian reports to the Coordinator Planning and Business Development.

There are a number of organisational partnerships that will be vital to the success of this role. These partnerships include the leadership team in the Library, along with the Learning and Information Services Officers. There will also be a requirement for the role to work with key partners from other areas of council, outside of the Libraries Team.

A key function of this role is to develop and sustain relationships with community organisations and individuals with roles in the development of digital skills for all.

## Application Requirements

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To lodge a formal application for this position, applicants are to submit:

1. **A detailed Cover Letter (1-2 pages)** outlining how their skills, qualifications and experience meet the Key Requirements of the position.
2. **Current Resume.**
3. A copy of the following **qualifications/licenses/tickets** as per the Key Requirements of the PD:
  - a. Current QLD "C" Class Driver's Licence
  - b. Graduate or post-graduate qualification in Librarianship, to meet the requirements for Associate membership of the Australian Library and Information Association, or other similar qualifications in a related field, such as education or social sciences, IT or digital services management.

Via email to [hr.applications@townsville.qld.gov.au](mailto:hr.applications@townsville.qld.gov.au) with the email subject heading referencing your name, the position number and position title for the vacancy you are applying for – e.g.; Joe Bloggs N00100 Exhibitions Officer.

Candidates may be subject to background checks, criminal history checks and/or pre-employment medical assessments during the selection process. Applicants are advised that pre-employment drug and alcohol screening is mandatory prior to an offer of employment being made for any position in Council.

A three or six month probationary period will apply to successful candidates external to Townsville City Council, dependent on the role.

Townsville City Council is required to take reasonable steps to check that you are entitled to work in Australia before we offer you employment. Proof of your entitlement to work in Australia includes;

- Current Passport

If you are not an Australian Citizen, please provide a copy of the above document with your Application to ensure your entitlement to work in Australia can be verified.

For further information contact Recruitment Services on (07) 4727 9089 or go to the Council's website at [www.townsville.qld.gov.au](http://www.townsville.qld.gov.au) where you can view the **Application Guidelines**.

**Current TCC employees** are required to discuss their intention to apply for an advertised position with their Team Leader/Team Manager prior to lodging an application.