

Melton City Council

Literacy and Learning Programs Officer

Position Description

PD: 00287

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Literacy and Learning Programs Officer
Directorate	City Life
Business Unit	Library Services
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader Library Programs and Engagement
Supervises	Work experience students
Internal liaisons	• All Council departments
External liaisons	• General public • Library users • Community groups • Pre-schools and primary schools • Children's service providers

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Develop and deliver a range of early years and primary school years programs and activities for children to improve literacy skills and inspire a love of literature and learning.
- Deliver high quality customer service at Council's library facilities that is responsive to community needs.

5. Key responsibility areas

- Deliver high quality customer service across the library service to ensure customers have a positive experience characterised by active engagement, providing direction to library officers as required.
- Participate in rostered library customer service shifts at library facilities or outreach points and proactively engage with customers to maximise their use of resources, equipment, technology, and online platforms.
- Support the delivery of early years and school years programs across the library service by developing program proposals and plans and contributing to the planning and evaluation of the calendar of events.
- Facilitate and deliver a range of early years and primary school years programs across the library service including story time, baby bounce, toddler time, outreach visits, school holiday programs, New Parents Groups and after school programs.
- Assist the Programs Facilitators to develop opportunities and initiatives across the library service that build life-long readers and improve literacy outcomes for children.
- Undertake library tasks including joining new members, tours of library facilities, issuing and returning loans, event bookings, collecting fees, information, and directional enquiries.
- Contribute to maintenance and development of the library collection through shelving, shelf tidying, displays and providing input in relation to area of responsibility.
- Under the guidance of the Team Leader Library Programs and Engagement, and in consultation with Programs Facilitators, develop and deliver early years and school years services and programs.
- Assist in library facility opening and closing procedures as rostered.

6. Accountability and extent of authority

- Deliver regular programs, school holiday programs, and outreach visits as scheduled.
- Resolve customer service issues contributing to smooth operation of the library facility when rostered.
- Develop program plans and proposals for area of responsibility that align with established library priorities and in consultation with Programs Facilitators.
- Freedom and ability to plan work at least a week in advance.
- Operate within library procedures and guidelines, Council policies and under the provisions of relevant Acts, regulations, codes, standards, and policies.

- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- Under general direction follow established work task processes and routines.
- Problem-solve minor issues regarding the day-to-day production of program plans, children's program delivery, and customer service operations of the library within agreed processes.
- Decisions regarding development of early years or school years programs must be made in direct consultation with the relevant supervisor.
- Troubleshoot minor technical issues with computers and equipment, referring to specialist staff as required.
- Guidance and advice for decision-making is always available from senior staff within time to make a choice.

8. Specialist skills and knowledge

- Sound ability in the use of Library Management Systems and Microsoft Office applications including Word, Excel, and PowerPoint.
- Well-developed computer and information technology skills with the ability to provide assistance in the use of computers, photocopiers, wireless internet access and mobile devices, and an understanding of creative technologies.
- Sound knowledge of and ability to plan, develop and deliver programs for children, together with knowledge of children's literature.
- Excellent understanding of the role, relevant policies, regulations and precedents of the Business Unit and the purpose of public libraries and lifelong learning in a community context.
- Understand community development principles.

9. Management skills

- Demonstrated ability to use initiative to plan and organise routine functions along with specific daily and weekly tasks.
- Work with minimal supervision and seek advice and assistance from others when required.
- Direct Library Customer Service Officers when rostered on shifts.
- Assist and train library officers, volunteers, and work experience students in accordance with policies and procedures.

10. Interpersonal skills

- Excellent verbal communication skills, including the ability to gain cooperation and assistance from other employees and the public in the administration of well-defined activities.
- Excellent customer service skills with the ability to engage with customers confidently and actively, especially in resolving issues and providing service.
- Strong written communication skills, with the ability to produce program proposals and plans for area of responsibility as well as routine correspondence or reports.
- Develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, children's service providers, and community organisations.
- Good facilitation skills with the ability to deliver learning programs.



11. Qualifications and experience

- Completion of a certificate acceptable for technician membership of the Australian Library and Information Association with knowledge or skills gained through on-the-job training.
- Experience working in public libraries, or a customer focussed organisation.
- Experience delivering programs for children.
- Current Working with Children's Check.
- Current valid Victorian driver's licence.

12. Key Selection Criteria

1. Completion of a certificate acceptable for technician membership of the Australian Library and Information Association with knowledge or skills gained through on-the-job training.
2. Excellent verbal communication skills, including the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, children's service providers, and community organisations.
3. Well-developed computer and information technology skills with the ability to provide assistance in the use of computers, photocopiers, wireless internet access and mobile devices, and an understanding of creative technologies.
4. Demonstrated ability to work as a team member with sound ability to plan and organise routine functions along with specific daily and weekly tasks.
5. Sound knowledge of and ability to plan, develop and deliver programs for children with the ability to produce program proposals and plans.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Healthy
Connected Communities

Approved by Position Title

July 2026

Date Approved

Incumbent's name

Signature

Date