

## POSITION DESCRIPTION

<b>TITLE:</b>	<b>PROGRAMS SUPPORT ASSISTANT</b>	<b>Position Number</b>	<b>3953</b>
<b>Classification:</b>	Level 2		
<b>Hub:</b>	Community	<b>Program Area:</b>	Library & Family Services
<b>Reports to:</b>	Programs Officer		
<b>Direct Reports:</b>	Nil		

### OUR VISION

Darwin 2030 – City for People. City of Colour.

### OUR MISSION

We will work with the community and partners, provide leadership and deliver services that create opportunities to enhance the economic, cultural and environmental sustainability of Darwin.

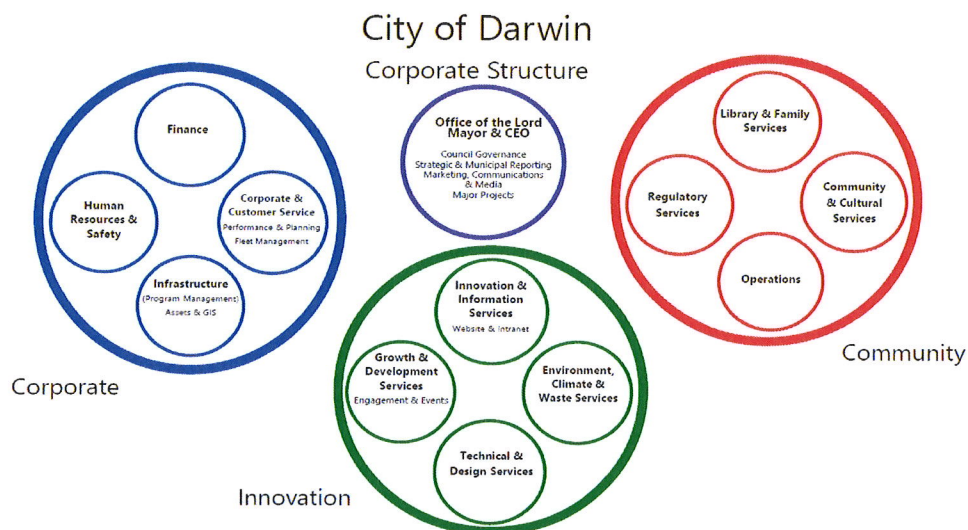
### POSITION OBJECTIVE:

The role is responsible for working in Programs & Lifelong Learning team, delivering a broad range of library programs and promotional activities for Darwin's diverse community. The role is also required to assist with delivering customer service that supports library patrons in a self-service environment, including answering enquiries, providing information about collections, programs and services, and assisting with technology and digital literacy.

### ORGANISATION OPERATING MODEL

City of Darwin's organisational operating model is an agile high -performance operating model based on supporting collaboration, improving speed of delivery of strategic outcomes, and growing innovation. The model consists of:

- an agile organisational structure,
- high-performance culture,
- enterprise leadership,
- psychological safe working environment, and
- high collaboration and communication.



## KEY RESULT AREAS:

### Corporate Identity

- Promote and embody City of Darwin's Vision and Mission
- Promote and embody City of Darwin's staff values; CARES  
Customer Service, Accountability, Respect, Excellence and Solidarity
- Act in accordance with and abide by the City Of Darwin Code of Conduct



### Service Delivery

- Assist with the planning, coordination and delivery of library programs, services and events
- Ensure Library customers are provided with a positive, proactive and responsive customer service experience
- Actively engage with library program attendees to encourage optimum use of the libraries
- Support customers in the use of self-serve technologies, computers, tablets and mobile devices, including social media and ebooks.
- Participate in outreach activities and events designed to encourage community engagement
- Record accurate statistics on library programs
- Assist in the planning and delivery of marketing and promotional programs including website and social media platforms
- Ensure all works performed are in accordance with standard operating procedures

### Team Support

- Work professionally, cooperatively and respectfully with other team members to accomplish joint tasks and build positive working relationships.
- Be flexible and adaptable to working in various work locations throughout the municipality as needed to perform the role effectively.
- Undertake any other duties within the skill and scope of the position or your skill set, as directed.
- Actively participate and contribute to team meetings and other relevant forums, events or organisational meetings as required.
- Proactively engage in performance management processes (ie. probation reviews and annual performance appraisals) as required.

### Workplace Health and Safety

- Ensure your personal health and safety, and that of others in the workplace.
- Comply with City of Darwin Workplace Health and Safety policies and procedures.
- Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety purposes.
- Report all accidents, incidents, near misses and hazards immediately.

## POSITION PREREQUISITES

- ☐ Possession of a Class C Drivers Licence.
- ☐ Current NT Working with Children Clearance (Ochre Card).



APPROVED BY:

MS  
General Manager Community

Date:

11/1/2022

### Employee Acknowledgement

I, \_\_\_\_\_ have read and understood the requirements of the role; responsibilities and accountabilities as outlined within this Position Description. I understand that I am also responsible for complying with Council's policies & procedures as they relate to my position.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

