POSITION DESCRIPTION

Position Title	Technology Learning Experience Officer		
Position Number	M18		
Date Approved	April 2022		
Department	Technical Services		
Award Classification	Band 5		
Reports To	New Technology / Branch Manager Nunawading Library		
Internal Liaisons	Information Communication Technology staff; Coordinator Partnerships and Programs, Manager Collections and Information Services and all other staff as required.		
External Liaisons	Library Users, Council Departments, Community Groups and Schools		
Supervises	Nil		
Probationary Period	Six months	Mandatory	Police Check & Working with Children Check, Covid-19 Vaccination

Whitehorse Manningham Regional Library Corporation delivers high quality library services to the communities of Whitehorse and Manningham. The Corporation operates branch libraries at Blackburn, Box Hill, Bulleen, Doncaster, Nunawading, The Pines, Vermont South and Warrandyte. Online services are provided through www.wml.vic.gov.au.

POSITION OBJECTIVES

Strategic:
- Contribute to the development and achievement of Corporate and Departmental goals.

Operational:
- Develop and deliver a suite of community programs and events to meet the new technology learning needs of our diverse community.

KEY RESPONSIBILITY AREAS

- Support the New Technologies / Branch Manager to identify community digital learning needs.
- Assist in forward planning and goal setting for Library & Learning Programs by maintaining knowledge of community needs and trends in digital program delivery.
- Develop, schedule, deliver and evaluate community programs and events that support the use of software packages, programming languages, electronics, electronic content creation and other relevant and emerging technologies.
- Assist the New Technologies / Branch Manager in the development of partnerships and opportunities for collaboration at service points; including but not limited to educational institutions,

community service venues, Neighbourhood Houses, festivals and other community meeting places to promote digital literacy.
- In conjunction with the Coordinator Partnerships and Programs, ensure a coordinated and standardised approach to technology and digital program delivery across the library and learning service.
- Collect statistics, monitor and report against the key performance indicators of the digital learning program objectives.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the:
- New Technologies / Branch Manager for the effective delivery of technology-based community programs and events.
- Coordinator Partnerships and Programs for the effective scheduling of community programs and events.

The position's authority and freedom to act is subject to clear guidelines. The incumbent fully briefs the New Technologies / Branch Manager on all issues of operational importance and issues which may impact on customer service, cost or time schedules.

JUDGEMENT AND DECISION MAKING

Decisions made by the position impact on the nature and quality of branch services, and on local community perceptions of those services.

The objectives of the work are usually well defined but the particular approach to be used may be selected from a range of available alternatives. The work may involve solving problems, using established procedures and guidelines, and prior professional and technical knowledge. Independent judgement may be required but guidance and advice would usually be available within the time required to make a choice.

KEY COMPETENCIES

Specialist skills and knowledge
- High level proficiency in the use of technology and applications and the ability to acquire new skills to keep up with emerging technology.
- Awareness of current IT trends.
- Highly developed skills in technology-based training development, presentation and evaluation.
- Knowledge and understanding of learning principles and group training techniques.
- Understanding of the function of the position within its organisational context.

Management /organisational skills:
- Time management skills, understanding of workflow, ability to plan and organise work and to apply procedures appropriately.
- Ability to maintain appropriate records and to produce reports as required.
- Ability to efficiently achieve set objectives within allocated timeframes, staffing resources and budgets.
- Ability to implement appropriate control plans to manage risks associated with technology learning activities and practices.
- Design efficient programs and activities / systems / procedures that maximize the effective use of resources across the whole network.
- Ability to train and offer guidance to other staff.

Interpersonal skills
- Sound, friendly, helpful and efficient communication skills.
- Ability to gain the co-operation of others.
- Strong commitment to the provision of quality customer focused services.

- Support for the achievement of team objectives before individual goals.

QUALIFICATIONS AND EXPERIENCE

Prerequisites:
- Current Working with Children Check.
- Satisfactory National Police check at commencement and at regular intervals throughout employment with the Corporation. An unsatisfactory assessment may result in an offer of employment being withdrawn.

Essential:
- Relevant tertiary qualification e.g. Degree or Diploma in Information Technology or lesser formal qualifications and appropriate industry experience.
- Certificate IV in Training and Assessment or demonstrated experience in delivery of training/programs to individuals.
- Valid Victorian driver's licence.

HOURS OF DUTY AND LOCATION

- Positions within the Whitehorse Manningham Library Service are not fixed at the one location and may be required to work at any service point within the region, dependent upon business needs.
- The incumbent may be required to undertake shift work, including evening and weekend work

REMUNERATION

In the range Band 5A – 5D.

Hourly rate of pay is based on the 36 hours per week pay scale.

SELECTION CRITERIA

- High level skills in new and emerging creative technology and ability to identify and support community access needs. Examples include:
    - Electronics (e.g. Makey Makey, LittleBits, Arduino and Raspberry Pi)
    - Electronic Content Creation/Manipulation (e.g. Windows and iOS Music creation software, animation software, 3D printing software)
    - Transposing formats (e.g. converting traditional slides / videos into digital formats)
    - Gaming (e.g. Minecraft, game creation, virtual reality games and headsets)
    - Robotics (e.g. Lego Mindstorm)
    - Coding (e.g. Scratch and Python)

- Ability to contribute as a team member with a quality and customer service focus.

- Demonstrated expertise in the planning, development, management, implementation and evaluation of training programs.

- High level communication and interpersonal skills, including the capacity to relate to people of all backgrounds and ages.

- Experience in working with community based organisations and an understanding of co-design principles

- Relevant qualifications and experience.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of public floor desk duties. Substantial manual handling is an inherent physical requirement of working in this role.

Task	Performed Often (5+ times in one shift or sustained for 30 minutes)	Performed Sometimes (Less than 5 times in one shift)	Never / Rarely Performed
Passive			
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs		✓	
Driving a car	✓		
Manual Handling			
Lifting / carrying < 20kg	✓		
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys	✓		
Bending, squatting or reaching	✓		
Repetitive arm / wrist movements	✓		
Bending or twisting spine	✓		
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing	✓		
Sensory			
Fine Hand Coordination		✓	
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
Emotional			
Exposure to challenging conversations and behaviours		✓	
Dealing with grief and loss		✓	
Communicating with elderly patrons	✓		
Communicating with Non-English speaking patrons	✓		
Providing empathy and support	✓		

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

GENERAL EMPLOYMENT CONDITIONS

1. **General Conditions**
   - WMRLC employees are required to observe all Corporation policies, codes of conduct and follow work instructions and relevant regulations.
   - Employees are expected to manage Corporation records in accordance with the relevant policies and procedures.
   - Working conditions are governed by the WMRLC Enterprise Agreement.

2. OH&S and Risk Management

All staff are expected to:

- Follow established safe operating practices, procedures and instructions;
- Take reasonable care for their own OHS and that of their colleagues;
- Seek assistance when unsure of practices and procedures to perform a task;
- Report all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor;
- Actively participate and contribute to preventative OHS strategies, audits, team meetings and training.

Staff in a supervisory role must ensure that safe work practices are observed and issue instructions in relation to or cease unsafe work practices in the workplace.

3. Equal Opportunity, Human Rights and Bullying

The Corporation is committed to the principles of Equal Opportunity and Human Rights and believes that all employees should be able to work in an environment free of discrimination and harassment. Staff are encouraged to support each other in creating and maintaining an environment that is free of harassment.

All employees of the Corporation have a responsibility to treat each other fairly and with respect and act in accordance with the Occupational Health and Safety, Equal Opportunity and Bullying in the Workplace policies. As an employer, the Corporation will not defend or support discriminatory actions of staff that are unlawful.

4. Code of Conduct

All staff are required to observe the standards of conduct and behaviour outlined in the Code of Conduct. A breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

5. Privacy

The Corporation is committed to complying with the Victorian Privacy and Data Protection Act 2014. The Corporation recognises the importance of the privacy of personal information collected by the Library Service and is committed to ensuring that personal information is appropriately stored and managed. All employees are required to follow the Corporations Information Privacy Policy at all times.

6. Child Safety Commitment

The Corporation is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries. All employees are expected to adhere to the Corporation's Child Safe Policy, acknowledging their right to be treated with respect and protected from harm.

ACKNOWLEDGEMENT

I _____ have read and understood the position description and agree to perform in the position of Technology Learning Experience Officer as per the requirements of the position description.

_____   _____
(Employee signature)   Date

_____   _____
(New Technologies / Branch Manager)   Date