



# City of Canning

## Position Description

<b>Position Title</b>	Learning Hub Officer
<b>Position Number</b>	5980, 5981, 5982, 5983
<b>Program</b>	Canning Community & Commercial
<b>Sub-Program</b>	Enriching Canning – Community Learning
<b>Industrial Instrument</b>	City of Canning All of Staff Enterprise Agreement 2015
<b>Classification/Banding</b>	Salaried Officers, Level 1A – 2A
<b>Reports to</b>	Team Leader Library
<b>Reporting positions</b>	N/A
<b>Primary Location</b>	Bentley, Riverton, Cannington or Willetton Library <i>Or any other location as required by the City</i>

## Vision and Values

### Vision

City of Canning: a welcoming and thriving city

### Values

The City of Canning's core values are:

- Authentic                      Build genuine relationships  
    Be responsible in our actions and commitments
- Resilient                         Embrace challenges to encourage our people to thrive  
    Support each other's well-being
- Creative                         Share our innovative thinking  
    Have the courage to welcome and try new ideas
- Collaborate                     Work together as one team  
    Share our success and knowledge to thrive

## Position Overview

The Learning Hub Officer will deliver outstanding customer service to the Canning Community. They will deliver innovative programs to encourage community learning, in line with outcomes from the Learning City Strategy.

The Learning Hub Officer will also effectively support the provision of the library circulation services and operation, as well as build effective relationships and contribute positively to achieve the outcomes of the Learning City Strategy.

## Position Objectives

### Customer Service:

- Provide excellent customer service to the Canning community through dynamic, intuitive customer service that responds to the changing needs of the customer.
- Provide customer service with an adaptable approach, incorporating the ability to problem solve and trouble-shoot effectively.

### Direct Delivery:

- Demonstrate, promote and showcase digital literacy resources.
- Contribute to the promotion and communication of Learning Communities programs, services and events.

### Program Delivery:

- Deliver lifelong learning programmes, in line with outcomes from the Learning City Strategy.
- Provided assistance and support of lifelong learning programs, within OH&S policies and procedures.

### Operation:

- Effectively support the provision of the library circulation services and operation.

### Staff & Customer Development:

- Demonstrate innovative and creative thinking aimed at achieving positive outcomes to meet the objectives of the Learning City Strategy.
- Build and maintain genuine relationships with customers, stakeholders and partners.

### Administration:

- Manage account and cash handling practices in accordance with the city's guidelines and policies.
- Provide clerical support for library administration and operations.
- Contribute to the development and maintenance of work guidelines.
- Contribute to the development of planning processes as required.

### Communication:

- Proactively support organisational culture and encourage staff to work across the organisation to gain greater insight into organisation operational requirements to enhance skills.
- Effectively communicate and share knowledge with team members, colleagues and customers.

### Other:

- Ability to work across a 7 day a week roster, including evenings and weekends within City venues
- Other duties as required.

## Position Benefits

Rostered Day Off	19 Day month
Vehicle	No
Mobile Telephone	No
Laptop Computer	No
Gym Membership	Yes
Wellbeing Program	Yes
Employee Assistance Program	Yes

## Corporate Responsibilities

<b>Budget:</b>	Council adopted budget
<b>Delegations:</b>	<ul style="list-style-type: none"><li>• Authorised to approve budget expenditure as per the Delegation Register</li><li>• Authorised to sign documentation within established Policy</li><li>• Authorised to sign correspondence in accordance with established Procedure</li></ul>
<b>Code of Conduct:</b>	All employees are responsible for adhering to City's Code of Conduct and the policies and procedures and CEO Instructions that support it.
<b>Workplace Health and Safety:</b>	The City of Canning is committed to ensuring the health and safety of all who contact our works. All employees have responsibilities and accountabilities which are identified as part of the terms and conditions of your employment.
<b>Equal Opportunity:</b>	The City of Canning is committed to equal employment opportunity, inclusion and diversity in the workplace where the rights of individuals are upheld and everyone is treated with respect, fairness, equality and dignity and, where the workplace is free from all forms of unlawful discrimination, harassment and bullying.

## Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position.

### Essential:

- A minimum of 3-5 years' experience in a customer focussed role delivering excellence in customer service
- Advanced digital literacy skills in general and library specific technologies
- Experience in effective delivery of programs, enhancing community literacies
- Positively contribute to the achievement of team goals and outcomes as a collaborative team member with the ability to support others
- Demonstrated experience in maintaining positive working relationships with customers, stakeholders and partners
- Ability to set work priorities, manage time, plan and organise own work
- Ability to work across a 7 day per week roster, including evenings and weekends
- Current Satisfactory National Police Clearance
- Current Working with Children Check.

### Desirable:

- Detailed knowledge of library operations and activities.
- Effective understanding of the public library and community places and their service provision.
- Experience working in Local Government or similar.