

C U R R I C U L U M V I T A E

PERSONAL DETAILS

ERICA CHATER

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PERSONAL STATEMENT

OBJECTIVE

My passion in life is to leverage my academic background in Information and Library Science, along with my practical experiences, to contribute meaningfully to a dynamic public library environment that fosters community engagement and lifelong learning.

CAREER SUMMARY

An emerging library professional with hands-on experience in youth programming, collection management, and community engagement, complemented by 12 years of experience in corporate services within the Victorian Public Service (VPS). I have developed strong stakeholder engagement skills working with senior internal and external relationships while ensuring compliance with government policies and child safety standards.

My postgraduate qualifications, combined with recent university practicum work experience in public libraries and volunteer work in school libraries, have provided me with a solid foundation regarding the importance of developing programs for young people and promoting youth participation and how libraries provide essential services and resources for all members of the community.

STRENGTHS

- Enthusiastic and energetic, passionate about fostering a positive learning environment and collaborating with like-minded team members.
- Strong communication, customer service, and rapport-building skills developed through various roles.
- Excellent organisational skills, adept at managing multiple projects, meeting deadlines, and handling competing demands.
- Dependable, compassionate, conscientious, committed to ethical practices and team success.
- Proven ability to deliver outstanding performance in advice, administration, governance, reporting, compliance, and assurance.
- Analytical and problem-solving skills, contributing to effective decision-making and community engagement.

COMPETENCIES

Communication – Verbal

- Strong customer service skills developed through roles in retail, reception, administration, volunteer work, and as a youth swim instructor.
- Liaising effectively with high-level departmental executives, external committee members, Public Sector stakeholders, managers, suppliers, customers, and colleagues.
- Facilitating and participating in meetings with key stakeholders.

Communication - Written

- Liaising with partner universities, managing program change queries and providing detailed catalogue management system instructions.
- Crafted detailed survey questionnaires for a public library engagement and development project targeting children, youth, and families.
- Created promotional marketing materials for diverse audiences to communicate program details.
- Written departmental briefs for the Secretary's approval.
- Performing government secretariat tasks, including high-level minute-taking and ensuring accurate record-keeping.

Information Technology

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Experience in creating reports, data visualisations, GANTT charts, websites, surveys, library guides, promotional materials, emails, and other documentation.
- Familiarity with Australian library management systems (LMS) like Oliver, Beanstack, Spydus, and BLUEcloud for cataloguing, resource management, and user engagement.
- Proficient in Salesforce CRM and university Catalogue Management systems.
- Knowledgeable in digital tools and platforms that enhance program delivery and communication, including social media.

PROFESSIONAL EXPERIENCE

Portfolio Administrator

Open Universities Australia (OUA) | December 2023 – Present

- Managed quality assurance of partner university program content to ensure accuracy and consistency in all course offerings and information that meets the guidelines for the OUA Marketplace.
- Engagement with partner universities and managing program content changes and requests.
- Liaising with internal stakeholders to document all program changes and requests and receive appropriate governance approvals before publication.

PROFESSIONAL EXPERIENCE

Library Work Experience Practicum (Curtin University)

Hobsons Bay City Council Libraries | August 2024 – October 2024

- Gained exposure to early and primary years programming requirements and participated in events focused on youth engagement and literacy, further refining my understanding of program delivery for young people.
- Designed a comprehensive community evaluation plan through targeted individual questionnaires for the Family Engagement and Learning (FEaL) team to gather feedback from parents, carers, and young people to inform the development of future community services, resources, and library programming in Hobsons Bay.
- Collaborated with library staff to understand the needs of children and young adults to gain insight into existing strategies to increase library participation through targeted programming and outreach.

PROFESSIONAL EXPERIENCE

Library Assistant (Volunteer)

Tarneit P-9 College Library | June 2023 – September 2023

- Assisted two school librarians with the junior and senior youth collections, gaining valuable insight into youth and young adult literature and educational resources.
- Supported cataloguing tasks, enhancing my familiarity with collection development procedures, which helped put into practice the knowledge gained from postgraduate library studies.
- Created promotional marketing materials, including posters for events such as Book Week, Battle of the Books and Blind Date with a Book, showcasing planning and marketing skills.
- Gained insights into engaging programs promoting literacy and fostering a love for reading among students, such as a reciprocal book club reading program.

PROFESSIONAL EXPERIENCE

Adviser

Department of Premier and Cabinet (DPC), Victoria | September 2010 – September 2022

- Guided stakeholder management of external committee members of the Audit and Risk Management Committee (ARMC), including:
 - Ensuring compliance with the Financial Management Act 1994 to develop a corporate compliance management framework for ARMC, aligning with annual work plan requirements.
 - Coordinating ARMC meetings, including the annual Finance Compliance and Attestation meeting, managed agendas, circulated papers, and followed up on action items.
 - Preparing high-quality briefings, audit recommendation reports, and advice for senior executives.
- Operated as the department's Child Safe Standards (CSS) representative, ensuring adherence to CSS guidelines in collaboration with the Commission for Children and Young People (CCYP).
- Contributed to project work, including Portfolio Entity Governance Framework development, Public Accounts and Estimates Committee (PAEC) processes, and annual budget paper (BP3) reporting submissions.

PROFESSIONAL EXPERIENCE

Personal Assistant

Telstra, Melbourne | November 2007 – February 2010

- Provided high-level administrative support to two General Managers, managing diaries, booking travel, and handling correspondence.
- Coordinated presentations, agendas, reports, and minute-taking during key meetings.
- Managed corporate purchases AMEX reconciliations and assisted with maintaining office information systems

- Organised functions, including facilities and catering arrangements.

PROFESSIONAL EXPERIENCE

Medical Receptionist

Western Medical Centre, Yarraville | December 2006 – November 2007

- Managed the schedules of five doctors in a busy GP clinic, prioritising patient appointments across various specialties.
- Worked collaboratively with medical staff and the community to provide high-quality, respectful patient care.
- Ensured patient confidentiality under state privacy laws, demonstrating attention to detail and professionalism in a healthcare setting.

EDUCATION

Q u a l i f i c a t i o n	D a t e
Graduate Diploma in Information and Library Science Curtin University (Australian Library and Information Association (ALIA) accreditation and eligibility for ALIA Associate Membership) Completed subjects: <ul style="list-style-type: none"> • Communities and Literacies (Distinction) • Telling Stories with Data (Distinction) • Research and Evaluation (<i>practicum placement Hobsons Bay City Council Libraries completed Oct 2024</i>). Current subject: <ul style="list-style-type: none"> • Leading and Managing in Information Environments (completed Nov 2024). 	Aug 2023 – Nov 2024
Graduate Certificate in Information Studies (specialising in Librarianship) Charles Sturt University Completed subjects: <ul style="list-style-type: none"> • Foundations for Information Studies • Collections • Information Sources and Services • Metadata for Resource Discovery. 	Oct 2022 – Jun 2023
Introductory Coding ICD-10-AM (<i>International Statistical Classification of Diseases and Related Health Problems, Tenth Revision, Australian Modification</i>) Health Information Management Association of Australia (HIMAA) Health Information Management Services (Tertiary Diploma)	2007 – 2008
St. Lawrence College & Canadian Healthcare Association (CHA)	2005 – 2007

PROFESSIONAL SUMMARY

Experience	Date
Portfolio Administrator <i>Open Universities Australia</i>	Dec 2023-present
Graduate Diploma Information Library Science <i>Curtin University Australian Library and Information Association (ALIA) accredited</i>	Completed Nov 2024
Curtin University Work Experience Practicum <i>Hobsons Bay City Council Libraries</i>	Aug 2024-Oct 2024
Library Assistant (Volunteer) <i>Tarneit P-9 College Library</i>	Jun 2023-Sept 2023
Graduate Certificate Information Studies (specialising in Librarianship) <i>Charles Sturt University</i>	Completed June 2023
Swimming and Water Safety Teacher <i>Swim Coaches & Teachers Australia</i>	July 2022 - Jan 2023
Adviser <i>Department of Premier and Cabinet (DPC), Victoria</i>	Sept 2010 – Sept 2022
Personal Assistant <i>Telstra, Melbourne</i>	Nov 2007 – Feb 2010
Medical Receptionist <i>Western Medical Centre, Yarraville</i>	Dec 2006 – Nov 2007
Office Administrator (casual) <i>Katrine Green Consulting Pty Ltd</i>	2007, 2019
Administrative Assistant <i>EIKON Device Inc., Canada</i>	Jan 2005 – Oct 2006
Office Administrator / Receptionist <i>Andrew Green Distribution P/L, Footscray</i>	Mar 2004 – Dec 2004
Recruitment Consultant <i>Kelly Services, Melbourne</i>	Mar 2004 – Jul 2004
Travel working holiday from Canada	Jan 2004 – Dec 2004
Medical Records Clerk <i>Kingston General Hospital, Canada</i>	Nov 2002 – Jan 2004

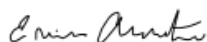
CERTIFICATIONS & DOCUMENTATION

- **Australian Higher Education Graduation Statement** – Graduate Certificate in Information Studies Charles Sturt University | August 2023.
- **National Police Check (NPC)** | NPC106799 August 2024.
- **Victorian Working with Children Check (WWCC)** | 1487593A-02 October 2028.
- **Certified Water Safety Teacher** | SAT57388 January 2023.
- **St John Certificate in First Aid and CPR** | September 2022.

REFEREES

Pauline Korenj Portfolio Operations Lead Open University Australia Pauline.korenj@open.edu.au	Simone Millen Director Governance Department of Government Services simone.millen@dgs.vic.gov.au (DPC referee) 0412 685 054
Susan Grieve College Librarian Tarneit P-9 College Library (VOLUNTEER position June – Sept 2023) Susan.Grieve@education.vic.gov.au 0413 023 466	Zoe McCormack Projects and Compliance Officer St Vincent de Paul Society Tasmania Zoe.mccormack@vinniestas.org.au (DPC referee) 0413 799 018
Katrine Green Vocational Consultant Specialist Medico-legal Expert and Registered Psychologist Katrine Green Consulting Pty Ltd katrine@kgconsulting.com.au 03 9863 7225	

Academic transcripts, certifications, and additional referees are available upon request.



Erica Chater