

DIGITAL ENGAGEMENT OFFICER POSITION DESCRIPTION

Department: Community Development
Unit: Library Services

Reports To: Manager, Library Services

Direct Reports: Nil.
Classification: The Position is also expected to work in collaboration with the Community Resources & Engagement Lead, Customer Experience Lead, Information Services and with other staff across the organisation.
South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement
General Officer, Level 4

Special Conditions: Work across Library facilities
Attend offsite meetings and out of hours meetings as required.
Maintain Fire Warden status and attend training every 2 years.
Represents Council at PLS working groups – off site.

PURPOSE

The Digital Engagement Officer collaborates with the Community Resources and Engagement and the Customer Experience Leads to assess community needs, ensuring that digital literacy and technology are integrated into programs and services provided by the Library Service. This position works alongside other staff in sourcing and implementing programmatic initiatives to address community priorities. Additionally, the role will focus on evaluating the effectiveness and impact of these solutions to ensure they meet the desired outcomes and contribute to the overall development of the community.

KEY RESPONSIBILITIES

Determine community needs

- Collaborating with the Community Resources & Engagement Lead and Customer Experience Lead, with a keen focus on digital literacy and Library Service technology integration.
- Research and inform on programs and services that provide strategic responses to community priorities and build digital capabilities.
- Apply for relevant grants and advise on budgetary implications.

Implement digital solutions

- Lead or actively partner in sourcing, coordinating, and implementing these essential programs and services.
- Foster robust collaborations and partnerships with key stakeholders to maximise program reach and success.
- Apply for grants related to digital solutions and digital literacy training both staff and community.
- Working with Corporate Information Services, deliver innovative solutions for Library Services customers.
- Project manage delivery of digital solutions in partnership with Corporate Information Services, external vendors and the Public Library Service as appropriate.

Evaluation

- Rigorously monitor and evaluate the effectiveness of all programs and services, leveraging data and insights to assess outcomes, drive continuous improvement, and provide transparent reporting on impact and accountability.
- Provide advice to the Manager Library Services on budget impacts of digital solutions.

Reporting

- Report on the development and uptake of digital solutions.

DIGITAL ENGAGEMENT OFFICER

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SELECTION CRITERIA

ESSENTIAL CRITERIA

- **Community Engagement Experience:** Proven ability to develop and implement community-based programs that address local needs and priorities.
- **Digital Literacy Knowledge:** Strong understanding of digital tools and platforms that support community development and education.
- **Analytical and Data-Driven Mindset:** Ability to assess community needs through data collection and evaluate program outcomes for continuous improvement.
- **Excellent Communication Skills:** Capable of effectively engaging stakeholders, fostering partnerships, and clearly reporting on program impact.
- **Strategic Thinking:** Skilled in developing innovative approaches that leverage technology to meet community goals.
- **Project Management Skills:** Able to coordinate multiple initiatives, manage timelines, and work independently to achieve objectives.
- **Cultural Competency:** Sensitive to diverse community backgrounds, ensuring inclusive and accessible digital solutions.
- **Creative and Innovative Approach:** Open to exploring new digital tools and creative strategies to enhance community engagement.
- **Passion for Community Development:** Dedicated to empowering communities through accessible digital resources and ongoing learning.
- **Collaborative Spirit:** Enthusiastic about building strong partnerships and working collaboratively across different sectors.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Department of Human Services (DHS) Working With Children Clearance
- Current drivers licence
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Complete training & attainment of skills applicable to the Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Adhere to Council policies, procedures, guidelines and standards.
- Complete other duties as required.

WORK HEALTH & SAFETY (WHS) RESPONSIBILITIES

- All Workers
- Prioritise safety in the workplace.
 - Take reasonable care of your own health and safety, as well as others', in line with Section 28 of the Work Health & Safety Act 2012.
 - Comply with legislation, policies, procedures and participate in WHS training.
 - Proactively identify and report hazards, incidents, injuries and property damage, using appropriate reporting systems.
 - Use tools and equipment correctly to protect the health and safety of yourself and others.
 - Ensure you are medically and physically fit to undertake the requirements of your position.
 - Follow reasonable safety instructions.
 - Not attend work while under the influence of alcohol, drugs or any substance that may impair your ability to work safely.

WHO WE ARE



AGREEMENT

By accepting this position, you acknowledge and agree to the following:

- I have read and understood the requirements and expectations of this position description and I confirm that I have the ability to fulfil the inherent position requirements;
- I accept that this position description is descriptive of the type of duties that I will undertake during my employment and is not intended to be all-inclusive;
- I accept that the organisation may require me to carry out any duties that are within the level of skills and competence expected of my classification level;
- I understand that the City of Norwood Payneham & St Peters may amend the position responsibilities to meet business and operational requirements as positions develop over time; and
- I accept my role in fulfilling the Council's Values and Strategic Goals.

APPROVED BY: **READ & AGREED TO BY:**

Mario Barone PSM
CHIEF EXECUTIVE OFFICER
Date _____

Insert Name of Incumbent.
DIGITAL ENGAGEMENT OFFICER
Date _____