

JOB DESCRIPTION
Approved July 2026

Title & Reporting Relationships

Position Title:	Te Kaituitui ā-Pokapū, Programme Coordinator, Kāpiti Coast District Libraries.
Grade:	SP14
Reports to:	Kaiwhakahaere Mātāpuna: Hub Lead, Kāpiti Coast District Libraries.
Direct Reports:	Nil
Indirect Reports:	Nil

Purpose of the Group and the Position:

The Customer and Community Group, comprises: Communication Engagement and Events; Climate Action and Connected Communities; Aquatics Facilities; Libraries; Parks, Open Space and Environment; and Creativity and Culture.

Our 'why' is to protect and enhance all that Kāpiti has to offer, to ensure safe and healthy communities and thriving environments.

Kāpiti Libraries deliver services from four physical locations throughout the district and 24/7 online. We are innovators looking to promote and secure both the relevancy and love of libraries into the future.

Within the Libraries group a Programme Coordinator role is based at each Hub. The role is responsive to community demand and need, and is expected on occasion to work on the weekend or after hours.

The ideal candidate for this role will seize the opportunity to creatively develop programming in their Library Hub, strengthening a feeling of community ownership, contemporary cultural relevance and promoting everything the library hub has to offer. They support the collaboration between Library, wider Council, Tangata Whenua, and community to create initiatives and programmes that support greater community wellbeing.

Purpose

At Kāpiti library hubs we are committed to manaakitanga and

whanaungatanga. We welcome you to connect with our people, spaces and collections.

Mission

We deliver our purpose by acknowledging our past, our present and aspiring to always improve: Me huri whakamuri, ka titiro whakamua.

Vision

To understand our communities and intentionally evolve our services to meet their aspirations and needs.

Internal Customers:

This role is responsible for establishing and maintaining professional working relationships with all stakeholders including:

- Management and Leads across the Kāpiti District Library Hubs
- Hub Lead
- Programme Coordinators across the Libraries
- Experience Coordinator, Te Ara Whetū
- The wider Council

External Customers:

- Haukāinga and local communities
- Anyone who would like to activate our spaces so long as they align with our purpose, mission and vision, and Code of Conduct

Coordinating Programmes

- Build collaborative relationships with a diversity of community organisations and groups; including local iwi and local GLAM (Gallery, Library, Archive, Museum) organisations, with the goal of coordinating community-led programmes within the Hub. Approximately 70% of programming coordinated by this role should be community led.
- Co-deliver targeted community-focused initiatives and programming with an emphasis on building community wellbeing and hub engagement. This may be co-delivered with community, Council or fellow Programme Coordinators from other Kāpiti library hubs. Approximately 20% of programming should be co-delivery.
- Develop, lead and deliver programming capitalising on your own unique skill set. Approximately 10% of programming should be distinctively and uniquely led by you.
- This role will at times require flexible working hours. On occasion programme delivery will require you to work late nights and/or weekends.
- Take up opportunities to collaborate with wider Council Teams (Sustainability Team, Connected Communities team, Arts Advisors etc) to realise the Hub as an important civic space.
- Connect regularly with the Council's Communications team to promote library hub events, and community programmes.

- Maintain relationships with Programme Coordinators based at other Kāpiti Hubs in the interest of idea development, networking, expertise and resource sharing, collegial support, and coordinated effort on collective districtwide projects such as Matariki programming, School Holiday Reading Challenge and other annual events.
- Keep your whole library hub team abreast of what programmes are planned and upcoming so they can support you as informed advocates and promoters.
- Prepare and maintain health and safety management plans and run sheets to ensure the safe and successful delivery of programmes and events.
- Collect and share data regarding attendance to programmes and community use of the Hub to deliver programmes.

Personal Skills

- Communicates clearly, confidently, and professionally in both written and verbal interactions.
- Highly organised and able to manage multiple competing demands, deadlines, and priorities.
- Responsible for self-development to enhance skills and knowledge applicable to current and future positions.
- Confident user of booking systems, digital tools, and operational platforms.
- Builds strong and positive relationships with customers, colleagues, and partners.
- Contributes collaboratively, positively, and effectively to the operation of the team, the Group, and the organisation as a whole.
- Exhibits behaviour which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.
- Actively seeks opportunities to improve ways of working and enhance the visitor experience.
- Demonstrates commitment to organisational values through behaviour in line with our caring, dynamic and effective approach to customer service, and our libraries' Purpose, Mission and Vision statement.

Key Results

- Increased visitation to the library hub by non-library members
- Increased public perception of the Library Hub as a vital place that supports social, economic, cultural and environmental wellbeing.

Health and Safety

This role is expected to champion health & safety excellence. All employees have a responsibility to work towards keeping a safe and healthy work environment by following safe work methods, identifying workplace hazards and risks, using appropriate safety equipment, and complying with all policies and procedures that are in place. Employees must take reasonable care of their own health and safety and ensure their actions or inactions do not cause harm to themselves or others.

Responsibilities relating to health and safety include but are not exclusive to;

Programmes Coordinator

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- Visibly demonstrating to stakeholders that good health and safety practices are an integral part of the Council culture.
- Integrating health and safety requirements and expectations into daily business making decisions.
- Proactively monitoring the resources required to achieve agreed health and safety performance targets.
- Reviewing health and safety performance with an inquiring mind, looking to understand and gain insight and assurance that risk is being effectively managed and balanced along with other Council priorities.
- Hold self to account through setting clear expectations and performance goals that enable each person to contribute towards making Council a safe and healthy place to work.

At the discretion of the Council, as part of a rehabilitation program, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Excellent customer service skills
- Digital competency – able to operate and learn a variety of computer systems for planning, purchasing, promotion.
- Achieved or working towards relevant tertiary level qualification in a relevant area of expertise (e.g. teaching, event management, library programming), or equivalent experience such as experience in community engagement and working alongside communities to develop, plan and deliver community led initiatives.
- An understanding of Te Ao Māori perspectives and Te Tiriti o Waitangi and their application and expression within libraries or similar environments.
- A willingness to speak and support Te Reo Māori.
- Excellent verbal and written communication skills.
- Competent multitasker with great time management.
- Champion of innovation, and new and improved ways of operating.
- Holder of a current and valid NZ Drivers Licence.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Te Tiriti o Waitangi

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Kāpiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-Iwi / Iwi Partnerships Group.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of a agreed performance plan.

JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

Leadership	• All employees of the Council are expected to be leaders in supporting the Council's vision, role modelling the delivery of consistent high customer service levels to internal and external customers and championing Council values. • Leaders are expected to actively contribute to achieving the Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki; and be willing and able to provide thought leadership and quality advice to enable our elected members to make good decisions. • People Leaders are expected to: effectively build and maintain an engaged, healthy, thriving and high performing team; ensure their people are current in their knowledge of legislation and training is available to keep pace with best practice. • Ensure people policy and practices are consistently observed and implemented and opportunities exist for ongoing professional growth and development; ensure their people are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs; effectively manage day to day work output and timeframes; schedule and conduct regular team meetings to enable opportunities for team members to be informed and up to date in their areas and those areas that cross over with other teams. • Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner; ensure adequate provision of backup/cover for team members; establish an effective performance culture within their team, including ongoing performance appraisals with clear performance indicators and consistent standards. • Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate; enable, create and encourage linkages across the Council and the region for the benefit of all, the delivery of work programmes and the achievement of strategic priorities; embed strong leadership within their team and across the wider Council leadership group that drives increased diversity, engagement, capability and performance.
Legislative Compliance	• Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).
Project Management	• Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.

	• Ensure documentation is current, available as required and is prepared using Council standard templates/documentation. • Ensure Council processes and procedures are complied with.
Customer Service	• Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values. • Always maintain confidentiality.
Teamwork	• Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required. • Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises. • Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement. • Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.
Financial Management	• Ensure all financial activity is conducted in accord with current policy and procedures. • Ensure you work within your financial delegation.
Monitoring and Reporting	• Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes. • Review, monitor and report on activity or projects as required by the manager.
Relationship Management	• Build and maintain effective professional working relationship with all key stakeholders. • Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.
Information Management	• Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.