

ROLE DESCRIPTION
June 2022

Title & Reporting Relationships

Position Title: Hub Lead - Waikanae, Kaiwhakahaere Matapuna
Kāpiti District Libraries, Library and Cultural Services
Team, Place and Space Group.

Grade: SP13

Reports to: Manager - District Libraries Operations

Direct Reports: Up to 4 FTE

Delegated Authority: **Financial:** This position holds a financial delegation of \$500. The position holder is authorised to enter into any contracts in relation to the duties of the position up to this specified limit in accordance with the Council's procurement policy.
Human Resources: This position holds a delegation at Level D. A copy of the HR Delegations is attached.

Purpose of the Group and the Position: **The Place and Space Group** comprises 6 teams; Aquatics, Libraries and Cultural Services; Parks, Open Space and Environment, Property and Facilities Maintenance, Place and Space Marketing and Events, and Property and Parks Asset Planning.

The Group is responsible for a significant portion of the Councils' customer interactions every day as people choose to use our facilities, services and programmes at swimming pools, libraries, museums, halls, parks, sports fields, ecological reserves, community halls, housing and even our public toilets.

The Libraries and Cultural Services Team works to deliver Council's library and cultural services which are currently provided from four physical locations throughout the district.

The Council's libraries are noted for their provision of cultural services and for their engagement with the opportunities provided by the ever-evolving digital age that we live in. Cultural Services are defined in this context as Arts, Heritage and the Cultural development of the district through providing Community services, programming and storytelling.

As part of the Libraries and Cultural Services team, the Hub Lead roles influence and guide the development of district-wide customer service and practice, and specifically champion their distinctive district community where they are based

They are committed to the evolving role of libraries in our communities both physically and virtually. The three roles will work collaboratively together across the wider library team to ensure services onsite, offsite and online are fit for purpose, highly valued and utilized by the surrounding community.

The Waikanae Hub Lead will:

- oversee the day-to-day operation of the library they are assigned to, but with their vision set on the future.
- Ensure opportunities presented by current and ongoing small extension to the pop-up library are capitalized upon
- Contribute to envisioning and planning for the new Waikanae Library facility

Internal Customers:

This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Manager - District Libraries Operations
- Library and Cultural Services Manager
- Customer Service & Operations Team
- Library Team Leaders
- All library staff delivering front of house customer service
- Council Customer Engagement team staff
- Wider Council staff

External Customers:

- Haukainga
- Library Customers
- Local communities
- Community organisations, schools and other groups
- SMART library system colleagues

Key Responsibilities and Outcomes

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers’ needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of Te Tiriti o Waitangi on the operations of a local authority.

Functional Key Results

The Library Hub Leads will work together in a collaborative and collegial manner to ensure consistent and united leadership, management of day-to-day work programmes, and service delivery. Hub Leads are accountable for the leadership, support and coaching of their direct reports, and the identification of training and development as appropriate.

This will be achieved by, but not exclusive to:

- Building and maintaining a happy, high performing team.
- Effectively managing day to day work output and timeframes.
- Seizing opportunities to build understanding of Te Tiriti o Waitangi and a comprehension of tikanga and kawa of the three iwi
- Developing Hub staff into a strong workforce of customer service professionals who are competent, engaged and proud to be a library in a progressive bilingual town
- Championing a performance culture within the team.
- Ensuring Hub staff are current in their knowledge in legislation and training is available to keep pace with best practice.

Library Services

- Work collaboratively with the Manager - District Libraries Operations and the two other district Hub Leads to realise opportunities for the library to act as a catalyst for improving the social, economic, environmental, and cultural wellbeing of our communities.
- Actively manage the day-to-day operations of their specific library hub including ensuring the delivery of excellent customer service, administration, continuous health and safety and building maintenance improvements.
- Nurturing community connections to realise the library as a dynamic and bi-cultural community Hub.
- Work collaboratively to develop and implement a Te Tiriti partnership perspective across all three hubs.
- Work in close collaboration with the other library teams to support the delivery of programmes, community outreach, systems and collection management operations at individual Hubs.
- Manage directly reporting staff and provide supervision for other staff working in the district Hub.
- Act as the key contact for information, queries etc relating to your individual Hub.
- Schedule and lead team meetings which strengthen districtwide consistency of practice and the Kāpiti Libraries future trajectory.
- Participate and contribute to special workstreams or projects as designated.

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.

- Model a high level of Manaakitanga to manuhiri and haukāinga.
- Work collaboratively as a team with the Manager, the two other Hub Leads and staff, to ensure consistency of service and policy implementation across the Kāpiti Library system.
- Actively identify ways that the library can exceed customer expectations.
- Maintain confidentiality at all times.

Teamwork

- Contribute to cementing a 'one team, district wide' culture within the broader Library team, actively working with the other two Hub Leads to raise standards and engage staff in a future focused vision for Kāpiti District Libraries.
- Encourage an environment for colleagues where mātauranga Māori (Māori knowledge) are respected, valued and supported.
- 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.
- Improve efficiencies and enable ongoing quality improvement.

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.

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

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain strong relationships with the haukāinga of Otaki and wider local community
- Build and maintain a close working relationship with other Kaiwhakahaere Mātāpuna : Hub Leads, taking a collaborative approach to meeting Library teams strategic and operational goals based on one team district wide culture.
- 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.

Personal Key Results

- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.
- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your self-development in order to enhance skills and knowledge applicable to current and future positions.

Health and Safety

All Hub Leads are expected to be champions for best practice in health & safety.

All employees have a responsibility to work towards keeping a safe and healthy work environment by following safe work methods, identifying work place 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.

Expectations of manager responsibilities for health and safety include but are not exclusive to;

- Visibly demonstrating to their team and 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 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

- Understanding of Te Ao Māori perspectives and Te Tiriti o Waitangi, and their application and expression within libraries
- Experience in developing and delivering operations and services in a new community facility is desirable.

- Dynamic people leader who can engage effectively and undertake a range of conversations with staff to enable ongoing feedback and continuous improvement and development opportunities.
- Tertiary qualifications in associated fields such as Management, Libraries, Cultural Leadership, or the GLAM sector is preferred, although experience and demonstrated effectiveness in these areas may be considered of equal value.
- A level of proficiency in Te Reo appropriate to the specific Hub and local community
- Effective interpersonal skills with a demonstrated commitment to customer service.
- Willingness and capability for working with a wide range of people within and outside the organization.
- Effective time management skills: the ability to work effectively without supervision, and collaboratively as a team member.
- Excellent verbal and written communication skills.
- Tireless advocate of institutional development.
- Community champion engaged in the delivery of community wellbeing.
- Effective time management and organisational skills with the ability to multitask as a site manager.
- 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.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defense duties in the event of an emergency. (Training will be given as appropriate.)

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 an agreed performance plan.