

**ROLE DESCRIPTION**  
**June 2022**

**Title & Reporting Relationships**

<b>Position Title:</b>	Operations Lead, Programmes & Outreach Kaiwhakahaere Akoranga Hapori Kāpiti Coast District Libraries, Library and Cultural Services Team, Place and Space Group.
<b>Grade:</b>	SP13
<b>Reports to:</b>	Team Leader, Programmes & Outreach
<b>Direct Reports:</b>	N/A
<b>Delegated Authority:</b>	<b>Financial:</b> 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.
<b>Purpose of the Group and the Position:</b>	<p><b>The Place and Space Group</b> 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.</p> <p>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.</p> <p>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.</p> <p>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.</p>

As a leader in the Libraries and Cultural Services team, the Operational Lead will be committed to coordinating the planning, delivery and evaluation of library programmes and outreach services that provide positive cultural and social outcomes for our communities across the district.

The role will oversee the day-to-day operations of the Programmes & Outreach team and influence and guide the development of district-wide services, resources and practices. This informs the cultivation of contemporary hubs and outreach services which reflect the cultural diversity of the community.

The nature of this district role will see you regularly working at any of the district's four libraries however your primary base will be Paraparaumu Library. The Operations Lead must be available to work evenings and weekends as required.

**Internal Customers:**

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

- Library Management Team
- Programmes & Outreach Team
- Customer Service & Operations Team
- Library staff across the library network
- Kapiti Coast District Council staff

**External Customers:**

- Haukainga
- Library customers and programme users
- Local communities
- Community organisations, schools and other groups
- Library sector 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**

### **Programme & Outreach Services**

- Actively manage the day-to-day operations of the team across the library network, undertaking a range of administrative functions and supporting team members in delivering their work responsibilities
- Guide the team in their effective planning, delivery and ongoing evaluation of district wide programme and outreach services, and support team members in the delivery of their programmes if called upon.
- Maintain a strong awareness and appreciation of external trends and opportunities for programme development, and work collaboratively with the Team Leader to realise opportunities to act as a catalyst for improving the social, economic, environmental, and cultural wellbeing of our communities.
- Provide ongoing support to the Team Leader in nurturing community connections to realise the vision for Programmes & Outreach
- Work collaboratively to develop and implement a Te Tiriti partnership perspective in library programming
- Regularly utilise analytics to evaluate performance and identify trends in Programme and Outreach services, and ensure that this information is shared across the wider Libraries & Cultural Service Team
- Lead the overall marketing/promotions/social media activities for Programmes and Outreach, and advise team members in undertaking specific programme promotions.
- Identify and actively manage a training programme to support the team to develop and maintain competences related to Programme and Outreach services.
- Actively support wider library training by contributing training packages and ensuring the team participates in other training that is offered.
- Work in close collaboration with the other library teams to support the delivery of programmes and community outreach at individual library hubs.
- Participate and contribute to special workstreams or projects as designated.

### **Customer Service**

- Model a high level of Manaakitanga to manuhiri and haukāinga.
- Contribute to front of house customer services on a rostered basis
- 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.
- Work collaboratively as a team with the Team Leader, Hub Leads and other 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.

- Role model a collaborative working style and supporting positive working relationships with other staff members and internal and external customers
- 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.

#### **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 a close working relationship with 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**

As an Operational Lead you are expected to be a champion for best practice in Health & Safety.

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying workplace risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- reporting any risks and/or hazards you become aware of in the workplace;
- observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work-related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, 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
- Sound experience in managing the diverse operational requirements of a small team located across different sites.
- Understanding of the development, organisation and delivery of programmes, events or activities, preferably in a library or other community focused environment.
- 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 role and/or 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 organisation.
- Excellent verbal and written communication skills.
- Ability to engage effectively and undertake a range of conversations with staff to enable ongoing feedback and continuous improvement and development opportunities.
- Tireless advocate of institutional development.
- Effective time management and organisational skills with the ability to multitask, work effectively without supervision, and collaboratively as a team member.
- 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.