

JOB DESCRIPTION
May 2025

Title & Reporting Relationships

Position Title: **Te Kaitiaki Mātāpuna, Librarian (Casual), Libraries team, Customer and Community.**

Grade: SP 10

Reports to: Weekend Libraries Supervisor and Paekākāriki Hub Lead.

Direct Reports: None

Indirect Reports: As may be required pending the nature of a project or specific section of work programme

Purpose of the Group and the Position: **The Customer and Community Group** plays a key role in Councils' daily customer interactions, providing support at our Customer Service desks, assisting local business and customers with environmental standards, and helping residents and visitors access our facilities, services, and programs at locations such as swimming pools, libraries, museums, parks, and events. This group fosters connections between the community and the services we offer to enhance everyday life in the district.

Within this Group the Librarian (Casual) role works within the Libraries team to deliver exceptional customer service in our libraries; through the provision of a broad range of 'front of house' services and ensuring the needs of our customers are met.

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

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

- Manager Library Experience
- Manager Libraries
- Customer Service & Operations Team
- Library Team Leaders
- All library staff delivering front of house customer service
- Council Customer Engagement team staff
- Kāpiti Coast District 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, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. 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 influences 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.

We require all staff to demonstrate behaviours that underscore 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 Te Tiriti o Waitangi within the context of a local authority.

Functional Key Requirements

The Te Kaitiaki Mātāpuna Librarian (Casual) works together in a collaborative and collegial manner to ensure consistently excellent customer service. This will be achieved by, but not exclusive to:

- Contributing to a positive, high performing Library Experience team
- Learning existing and newly introduced library processes and policies
- Effectively managing daily work output and timeframes, working collaboratively as a team to ensure consistency of service and policy implementation across the Kāpiti Library system.
- Seizing opportunities to build understanding of Te Tiriti o Waitangi and a comprehension of tikanga and kawa of the three iwi.

Personal Key Results

- 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 own self-development to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.

Health and Safety

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

- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organisation.
- Demonstrated ability to build and maintain effective professional working relationships with all key stakeholders, including with other council staff members based on a collaborative, collegial and cooperative working style.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Understanding of Te Ao Māori perspectives and Te Tiriti o Waitangi, and their application and expression within libraries
- Excellent verbal and written communication skills.
- The ability to work flexible hours, occasionally in short notice.
- 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

Kapiti 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 an agreed performance plan.