JOB DESCRIPTION
Approved November 2025

Title & Reporting Relationships

Position Title:	Kaiwhakahaere Matapuna: Hub Lead Te Whare Whakamātau o Paraparaumu Kāpiti District Libraries, Libraries Team, Customer and Community Group.
Grade:	SP 16
Reports to:	Te Kaiwhakahaere Whare Pukapuka: Manager, Kāpiti Libraries.
Direct Reports:	Up to 10 FTE
Indirect Reports:	As may be required pending the nature of a project or specific section of work programme.
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.
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. Hub Leads across the district ensure customer focused service; systemically excellent library operations; and cultivate contemporary hubs mirroring the diversity of their surrounding communities. Hub Leads work to uplift the community that surrounds them operating on the understanding that Library Hubs are

community owned and will evolve responding to the needs and wants of the community.

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:

- All Managers and Leads within Kāpiti Libraries
- Connected Communities Team
- Customer Experience Team
- All library staff
- The wider Council

External Customers:

- Haukāinga and local communities
- Local businesses
- Local Marae, kura, kōhanga, schools, kindergarten, early childhood
- Library customers and facility users
- SMART library system colleagues

Management

Hub Leads are engaged in the evolution of Library Practice and contemporary trends.

They represent Council and strive to offer services and resources their community want and need. At times the Hub Lead will be delegated projects from the Library Manager to lead and implement in the Library Hub.

They are responsible for the Team Culture within their Hub: the leadership, support and coaching of their direct reports; and the provision of a safe, welcoming and engaging space for everyone who enters the building- staff and public alike.

They act as the key contact for information relating to their Library Hub.
This will be achieved by, but not exclusively to:

- Excellent people management - Developing a highly performing team of customer service professionals who are competent, engaged and responsive to the community.

- Ensuring Hub staff are current in their knowledge of legislation and training is available to keep pace with best practice.
- Proactively developing community relationships and engaging with community led development.
- Seizing opportunities to build understanding of Te Tiriti o Waitangi and a comprehension of tikanga and kawa of the three local iwi Ngāti Toa Rangatira; Ngati Haumia, Ngāti Raukawa Me Nga Hapu o Ōtaki, and Te Āti Awa ki Whakarongotai.
- Maintaining a close working relationship with the Library Leadership Team, the Council Customer Experience Team, and the Connected Communities team.
- Hub financial management.
- Striving for continuous improvement.
- Role model professionalism in communication and behaviour which promotes organizational values.

Hub Services

- Represent a Hub with a beautiful collection, promoting the facility, value of literacy, and love of reading wherever possible.
- Working collaboratively with Council and Community to realise opportunities for the library to act as a catalyst for improving the social, economic, environmental, and cultural wellbeing of our communities.
- Be ultimately responsible for the day-to-day operations of the library hub including ensuring the delivery of excellent customer service, administration, continuous health and safety and resolving building maintenance issues.
- Work collaboratively to develop and implement a Te Tiriti partnership perspective across all library hubs.
- Work in close collaboration with the other Leads to support the delivery of programmes, systems, and collection management.
- Work collaboratively within the local and regional library systems (SMART consortium) to ensure consistency of service and policy implementation.
- Work collaboratively across Council to leverage the skills and opportunities within the organisation.
- Lead a Hub that exceeds customer expectations.
- Ensure customer confidentiality.

Personal Key Results

- Establish yourself in your role as visible, respected and trusted by your direct reports, the district library team, the wider council and the community.
- Exhibit behavior which is consistent with understanding of Te Tiriti o Waitangi and its application for the Council.
- Demonstrate 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.
- Develop an excellent reputation for Te Whare Whakamātau o Paraparaumu.
- Work collaboratively, positively and effectively with all stakeholders.
- Take responsibility for self-development to enhance skills and knowledge applicable to current and future positions.

Health and Safety

Our managers are expected to be champions for 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.

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 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

- Brand builder and positive team culture creator.
- Driver of innovation; champion for new improved ways of operating.
- An experienced people leader who gives staff feedback and drives continuous improvement.
- Tertiary qualification/s in associated fields such as Management, Libraries, Cultural or Community Leadership, or the GLAM sector are preferred, although significant experience and demonstrated effectiveness in these areas is likely to be considered of equal value.
- A level of ability in Te Reo appropriate to the specific Hub and local community.
- Understanding of Te Tiriti o Waitangi, its historical significance and its contemporary application.
- Excellent verbal and written communication skills.
- Tireless advocate of institutional development.
- Master of multitasking and time management.
- Project Management experience
- 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

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 an 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.