

JOB DESCRIPTION September 2026

Title & Reporting Relationships

Position Title:	Te Kaitiaki Mātāpuna, Library Hub Casual, Kāpiti Coast District Libraries, Customer and Community Team.
Grade:	SP 10
Reports to	Hub Lead
Direct 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.

Kapiti 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 Librarians are the front-face of Library Hubs working as a team to deliver excellent customer service through the provision of a broad range of services. Library Hub Casuals are offered shifts when someone from the permanent team is on holiday, on sick leave, or away for training. With a large team spanning Paekākāriki to Ōtaki the Library Hub Casuals are in high demand.

Kāpiti Library Hubs exist to uplift the community that surrounds them, operating on the understanding that Library Hubs are community owned and 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:

- Hub Leads within Kapiti Libraries
- Hub Team
- All library staff and the wider Council

External Customers:

- Haukāinga and local communities
- Library customers and facility users

Hub Services

The Te Kaitiaki Mātāpuna works provides excellent customer service to the community. This will be achieved by, but not exclusive to:

- Representing a Hub with a beautiful collection. Promoting the facility, value of all types of literacy, and love of reading wherever possible.
- Being a representative of Kāpiti Council supporting day-to-day operations of the library hub including library customer service, library system operation, collection maintenance, processing book returns and shelving.
- Contributing to a Te Tiriti partnership perspective across all library hubs.
- Aiming to exceed customer expectations.
- Ensuring customer confidentiality.
- Contributing to a positive, high performing Library Hub team.
- Learning existing and new library processes and policies.
- Seizing opportunities to build understanding of Te Tiriti o Waitangi and a comprehension of tikanga and kawa of the three iwi.

Personal Key Results

- Establish yourself as helpful and capable in your customer service role; respected and trusted by your colleagues and customers.
- Adopt shifts and arrive on time, communicating with Hub Leads any circumstances limiting your availability.
- 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.
- Contribute to an excellent reputation for your Library Hub.
- Work collaboratively, positively and effectively.

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 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

- Experience in working collaboratively as a team, and in customer service.
- Digital Literacy: Ability to pick up computer systems, demonstrate digital services to customers, and support customers with trouble-shooting device issues.
- Adaptable: adopter of new improved ways of operating.
- Te Reo user: appropriate to the hub and local community (this may be as simple as greeting customers in Māori).
- Good verbal and written communication skills.
- Flexibility of working hours.
- 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.