

JOB DESCRIPTION
January 2023

Title & Reporting Relationships

Position Title: Librarian – Customer Services, Libraries and Cultural Services Team, Place & Space Group

Grade: SP 10

Reports to: Manager, District Library Operations or relevant Hub Lead

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, this role works as part of a district wide team offering excellent customer service.

Direct Reports: Nil

Internal Customers:

- 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.

We require that all staff 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 the implications of the Treaty of Waitangi on the operations of a local authority.

Functional Key Results

The Kaitiaki Matapuna: Customer Service Librarian 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 team
- Learning existing and newly introduced library processes and policies
- 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

Library Services

- Actively participate in the day-to-day operations of the relevant Hub including ensuring the delivery of excellent customer service and following health and safety best practice
- Support a Te Tiriti partnership perspective within the Hub
- 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 with your team mates Hub Lead, to ensure consistency of service and policy implementation across the Kāpiti Library system
- Maintain confidentiality at all times

Teamwork

- Contribute to a 'one team, district wide' culture within the broader Library system
- 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

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 (where applicable)

- As required, 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

Monitoring and Reporting (where applicable)

- 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 the Otaki community
- Build and maintain effective professional working relationships with all staff
- 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 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

- An understanding of Te Ao Māori perspectives and Te Tiriti o Waitangi, and their application and expression within libraries
- A minimum qualification of NCEA Level 2 and relevant work experience in a library or similar customer service environment.
- 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 organization.
- Effective time management skills: the ability to work effectively without supervision, and collaboratively as a team member.
- Excellent verbal and written communication skills.
- 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, 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.