

JOB DESCRIPTION
Approved July 2024

Title & Reporting Relationships

Position Title: **Kaitiaki Mātāpuna: Customer Experience Librarian
Kāpiti District Libraries, Library and Cultural Services
Team, Customer and Community Group**

Grade: SP 10

Reports to: Kaiārahi Pōkapu: 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; Customer Experience, and Environmental Standards.

The Customer and Community Group is responsible for a significant portion of 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, and events. This group connects communities to the services we deliver in supporting the everyday lives of residents and visitors to the district.

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 districtwide team offering excellent customer service.

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

Internal Customers:

- Manager Libraries and Cultural Services
- Manager Library Experience
- Manager Community Outreach
- Hub Leads
- Library teams
- Council Customer Engagement team
- Wider Council staff

External Customers:

- Haukainga
- Library Customers
- Local communities
- Community organisations, schools and other groups

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 Results

The Kaitiaki Mātāpuna: Customer Experience Librarian works in a collaborative and engaged manner to ensure a positive library hub experience.

This will be achieved by, but not exclusively to:

- Contributing to an energized, enthusiastic team
- Learning existing and newly introduced processes and policies
- Effective time management
- An understanding of mana whenua here on the Kāpiti Coast; Te Ātiawa ki Whakarongotai, Ngāti Raukawa, Ngāti Toa Rangatira, their tikanga and kawa
- Seizing opportunities to strengthen and develop an understanding of Te Tiriti o Waitangi, its application within the library hub experience
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The Library Hub Experience

- Actively participate in the day-to-day operations of all hubs including ensuring the delivery of excellent customer service.
- Follow Health and Safety policy and procedures
- Support Te Tiriti partnership perspectives within the Hub
- Participate and contribute to special workstreams or projects as designated including supporting and delivering regular experiences eg. Pepe time, Tamariki

time, DDI, Lego and any other programmes that enhance the library and hub experience

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external)
- Ensure excellent communication that demonstrates organizational values
- Model a high level of Manaakitanga into your work practices
- Work collaboratively with your team and Hub Lead
- Maintain confidentiality at all times

Teamwork

- Contribute to the Kāpiti Coast District Library and hub experience
- Provide a contribution to, or participate in, any projects and initiatives within the Group/organisation where required and the opportunity arises
- Positively engage, and demonstrate a curiosity
- Participate in initiatives and contribute to ongoing quality improvement
- Demonstrate a collaborative working style with other staff members and internal and external customers
- Build dynamic relationships within hub teams that may include working across districts on occasion

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager

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

- A willingness to express and apply Te Ao Māori, Te Reo Māori, and Te Tiriti o Waitangi in all aspects of your work, and actively contribute to the journey that our libraries are on
- A qualification and/or relevant work experience in a library or similar customer service environment, or proven commitment to community/hapu/iwi initiatives
- Strong interpersonal skills and a commitment to customer service
- Effective time management skills and the ability to work without supervision
- Capable and willing to work with a wide range of people within the organization and the wider community
- Ability to adapt to a changeable work environment, and to work collaboratively as a team member to deliver a range of programmes and services to the community
- Ability to communicate professionally in a range of situations, in verbal and written formats
- 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.

JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

Leadership	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Ensure all financial activity is conducted in accord with current policy and procedures. • Ensure you work within your financial delegation.
Monitoring and Reporting	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.