

**JOB DESCRIPTION**  
**May 2024**

**Title & Reporting Relationships**

<b>Position Title:</b>	<b>Te Kaiārahi Mutunga Wiki, Weekend Lead, Libraries Team, Customer and Community Group.</b>
<b>Grade:</b>	SP 15
<b>Reports to:</b>	Manager Library Experience
<b>Direct Reports:</b>	1 direct report (subject to change)
<b>Indirect Reports:</b>	Casual Staff
<b>Purpose of the Group and the Position:</b>	<p><b>The Customer and Community Group</b>, comprises: Communication Engagement and Events; Climate Action and Connected Communities; Aquatics Facilities; Libraries; Parks, Open Space and Environment; and Creativity and Culture.</p> <p>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.</p> <p>Within this Group the Weekend Lead role sits in the Library Experience Team and ensures the consistency of smooth operations and exemplary customer service with a special focus on weekend teams, student librarians, and the Casual workforce across the district.</p> <p>This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:</p>
<b>Internal Customers:</b>	Manager Library Experience Hub Leads District Wide Library Experience Team Casual Pool
<b>External Customers:</b>	Library customers Staff at other SMART libraries The Property Team

## 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.

Our Kāpiti Libraries values listed below commit us to professional excellence and community elevation:

Kaitiakitanga  
Ūkaipōtanga  
Whānaungatanga  
Pūkengatanga  
Manaakitanga  
Kotahitanga  
Rangatiratanga

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

- Effectively build and maintain an engaged, healthy, thriving and high performing team.
  - 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.
  - Actively manage the day-to-day operations of the team across the library network, maintaining health and safety standards, undertaking a range of administrative functions and supporting team members in delivering their work responsibilities
  - Champion an approach and culture of continuing exploration of new ideas and opportunities for enhancing the library experience to showcase libraries as important parts of the local communities.
- Lead the provision of weekend library operations and customer services.
  - Act as the Lead for weekend library services across the district ensuring a consistency of service across all hubs.
  - Ensure adequate staffing levels are in place including managing leave coverage.
  - Work on a rotating basis across the district libraries on Saturdays, role modeling a collaborative 'one team, district wide' culture.
  - Lead the orientation, training and support of student librarians, recruiting new student librarians as the need arises.

- Identify any process or procedure areas requiring extra training/revision for weekend staff and teams.
- At all times:
  - Participate in a wide range of 'front of house' customer services.
  - Work in consultation and collaboration with Hub Leads, Collections Lead and Community Outreach Team to invigorate and diversify offerings on the weekends.
  - Be the main liaison for the library's pool of casual staff, and manage administration and recruitment related to this group.

### **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 in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

### **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 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**

- An understanding of Te Ao Māori perspectives and Te Tiriti o Waitangi, and their application and expression within libraries or similar environments including a level of proficiency in Te Reo appropriate to the role.

- Achieved or working towards a tertiary qualification in a relevant area of expertise (e.g. social, economic, cultural, libraries), or relevant equivalent experience
- 3-5+ years relevant experience in a similar customer centric role including extensive and demonstrated experience in a similar community focused environment.
- Experience in successfully leading a team across multiple sites who deliver a range of service offerings to the community to achieve quality outcomes is desirable.
- Digital literacy skills across common platforms, an eagerness to share this knowledge and continuously learn new skills.
- 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 organization.
- 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.
- Excellent written and verbal 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.

#### **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-lwi / lwi 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.



## APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

<b>Leadership</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• <b>People Leaders</b> are expected to:</li> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Legislative Compliance</b>	<ul style="list-style-type: none"> <li>• 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).</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.</li> <li>• Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.</li> <li>• Ensure Council processes and procedures are complied with.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Always maintain confidentiality.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.</li> <li>• Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.</li> <li>• Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Ensure all financial activity is conducted in accord with current policy and procedures.</li> <li>• Ensure you work within your financial delegation.</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>• Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.</li> <li>• Review, monitor and report on activity or projects as required by the manager.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Build and maintain effective professional working relationship with all key stakeholders.</li> <li>• Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>