

Manager - Libraries

Provide strategic and operational leadership for Whangarei District Councils library services, ensuring they meet the evolving needs of the community.

Our Tikanga

Whanaungatanga *(fostering relationships and a sense of connection)*

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga *(showing respect and care for others, hospitality, kindness and support)*

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga *(unity, solidarity, togetherness and collective action)*

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga *(protection, stewardship, trust and a responsibility for long term outcomes)*

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve and then work as a team to provide great services to the residents of our district.

Manager - Libraries – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Lead and manage the overall operations of the district's library network, including staffing, budget, and service development.
- Develop and implement strategic initiatives to enhance library services, digital transformation, and community engagement.
- Ensure our districts libraries remain welcoming, inclusive and responsive to the diverse needs of Whangarei's residents.
- Foster and embed a positive and productive team culture aligned with the organisation's vision and tikanga, promoting collaborative working relationships and excellence in delivering library services.
- Ensure effective rostering systems are in place for libraries staff to enable delivery of all library services across an ongoing 7-day week cycle.
- Ensure team leaders are set up for success, providing effective mentoring and coaching throughout the employee lifecycle, including an effective induction, regular performance reviews and access to learning & development.
- Monitor performance and workloads of team leaders and maintain oversight of the wider library staff to ensure that objectives can be met, in harmony with staff wellbeing.
- Set, monitor, measure and achieve performance measures in Council Annual Plans and Long-Term Plans.
- Develop the Department draft Annual Plan and Long-Term Plan budgets in alignment with strategic objectives for Council's consideration.
- Achieve the strategic objectives set out in the internal Libraries Strategy, undertaking strategy reviews and renewal on a three-year cycle and coordinating implementation and incorporation of tasks into staff work programmes.
- Keep up to date on national and international trends in best practice library management and incorporate these ideas wherever possible as best practice / continuous improvement initiatives
- Provide sound advice from appropriate legislation to the General Manager and team members, concerning changes, internal and external, which affects their area of responsibility.
- Promote our libraries and our services across the district.
- Work collaboratively across the wider organisation to achieve strategic objectives and work programmes.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Ensure you and your team members accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- Strong leadership skills that can empower and motivate others to effectively deliver results.
- Change management experience with positive outcomes
- Tertiary qualification and experience in Library and Information Studies or similar.
- 3 – 6+ years management experience.
- Understanding and commitment to the principles of Te Tiriti o Waitangi and their relevance to library services
- Ability to build effective and healthy working relationships
- Financial management experience.
- Demonstrated ability to effectively facilitate successful win-win outcomes.

- Undertake effective budget management of all library's budgets, meet financial targets and achieve value for money.
- Ensure that future demands on the department are anticipated and planned for where possible.
- Anticipate opportunities and threats and take action to prepare the business and manage risk.

- Ability to operate effectively under pressure.
- Excellent oral and written communication skills.
- Proficient in the use of information and communications technology.
- Ability to deliver strategies and solutions that are both innovative and practical.
- Strong project management experience with demonstrated ability to apply Project Management Principles.
- Excellent ability to assess and proactively manage risk.
- Ability to effectively influence others through development of strong working relationships and provision of clear well thought out advice.

Additional Information

Financial Delegation - \$50,000

Position Grade – Grade 19

Organisation Chart – see below

