

### POSITION DETAILS

TITLE	Manager Library Experience
REPORTS TO	General Manager Community Experience
LOCATION	Whakatāne District Council offices
DATE	June 2025
DIRECT REPORTS	TBC – total team approx. 12 FTE
FINANCIAL DELEGATION	\$30,000

### PURPOSE OF POSITION

Lead the delivery and development of the Whakatāne District's library services to support lifelong learning, community literacy, and inclusive access to knowledge and information. This role champions the creation of welcoming, vibrant library spaces where people of all ages and backgrounds feel empowered to explore, learn, and connect. Working with a passionate team and community partners, this role ensures that collections, programmes, and services are accessible and responsive to local needs and aspirations, encouraging curiosity, creativity, and community wellbeing.

### KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	The best interest of the organisation is represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
PEOPLE LEADERSHIP	<p>Lead and support a multidisciplinary team building a positive, collaborative, and innovative team culture.</p> <p>Lead change initiatives and support continuous improvement in service delivery and staff experience.</p> <p>Provide effective leadership, coaching, support, and professional development to grow team capability, engagement and performance.</p> <p>Promote teamwork and collaboration among staff, encouraging an environment of innovation and continuous improvement in service delivery.</p>
COMMUNITY EXPERIENCE	<p>Champion libraries as a welcoming, safe, and inclusive environment for all users.</p> <p>Collaborate and support colleagues in the development of programmes, exhibitions and promotional activities to grow visitors and community engagement across the heritage, galleries and library spaces with an aligned offering.</p> <p>Support the development and delivery of inclusive, engaging library programmes that promote literacy, digital fluency, cultural understanding, and lifelong learning.</p> <p>Lead efforts to enhance the customer experience through staff training, user-centred service design, and community feedback.</p> <p>Create opportunities for patrons to share feedback and ideas about library services and programming, ensuring their voices are heard and incorporated into decision-making.</p>

<b>BUSINESS PLANNING AND DELIVERY</b>	<p>Develop and lead the implementation of the vision, strategy, and business/work plans for library services across the district, aligned with Council goals and community aspirations.</p> <p>Ensure library services remain relevant, future-focused, and community-driven, fostering equitable access to information and learning opportunities.</p> <p>Ensure library collections and resources reflect the diverse interests and needs of the community, supporting self-directed learning and discovery.</p> <p>Leverage and optimise technology to improve access to collections and programmes, making it easy for customers to explore/engage with library services remotely or on-site.</p> <p>Contribute to the development and implementation of strategies to raise awareness about library services and programs within the community.</p> <p>Promote innovation in library service delivery, technology use, and space design to support evolving community needs.</p> <p>Improve the library's physical and digital spaces to enhance ease of use, comfort, and overall user experience. This includes optimising library layouts, signage, digital interfaces, and creating a friendly and inclusive environment.</p> <p>Manage library budgets, contracts, and reporting requirements, ensuring effective use of resources and alignment with strategic goals.</p> <p>Use data and analytics to monitor performance, inform planning and decisions, and demonstrate impact.</p> <p>Manage the use of volunteers within the library service ensuring policies and processes are in place to support their engagement, performance and wellbeing.</p> <p>Ensure compliance with safety, legislative, professional, and ethical standards in library services and spaces.</p>
<b>RELATIONSHIP BUILDING</b>	<p>Partner with educators, literacy advocates, and local groups to increase reach and impact of literacy and learning initiatives.</p> <p>Foster partnerships that connect libraries with wider community networks, iwi, service providers, and cultural organisations.</p> <p>Represent the Council in professional networks and forums.</p> <p>Advocate for library resources and funding from funders, businesses, and other stakeholders, and seek partnerships and grant opportunities to expand library services.</p>
<b>HEALTH, SAFETY AND WELLBEING</b>	<p>Ensure Council's documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>Accurately report all work-related hazards, incidents and accidents and implement any follow up corrective actions.</p> <p>Provide support, as required, to Health and Safety staff and General Manager to complete due diligence audits and other internal audits, assessments, and investigations.</p> <p>Regularly attend Health and Safety training, ensuring certification is current, as required.</p> <p>Ensure active worker participation and engagement in Council's health, safety and wellbeing practices and projects.</p>

<b>ADDITIONAL DUTIES</b>	<p>Assist with emergency management events as instructed and attend relevant training in Civil Defence as required.</p> <p>Attend relevant training, as required.</p> <p>Complete other duties that may be required, in agreement with the line Manager.</p>
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### KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> <li>Whānau, Hapu &amp; Iwi groups</li> <li>Central and local library services</li> <li>Educational institutions and Community Groups</li> </ul>	<ul style="list-style-type: none"> <li>Councillors</li> <li>Leadership team</li> <li>Arts and Heritage management team and staff.</li> </ul>

### PERSON SPECIFICATION

<b>QUALIFICATIONS</b>	A tertiary qualification in library and information studies or a related field.
<b>EXPERIENCE</b>	<p>Minimum of 5 years' experience in a senior library role.</p> <p>Proven strategic planning and leadership experience in public library or community-focused roles.</p> <p>Experience in planning and delivering services and programmes that support literacy, digital inclusion, or community development.</p>
<b>KNOWLEDGE, SKILLS AND ATTRIBUTES</b>	<p>Strong knowledge of contemporary library practice and emerging trends in information access and literacy.</p> <p>Demonstrated passion for community engagement and equity of access to learning resources.</p> <p>Excellent communication and interpersonal skills and the ability to relate to, and collaborate with, people at all levels.</p> <p>Demonstrated skills in leading and developing teams, managing performance, and achieving cultural alignment with organisational values.</p> <p>Cultural competency and a commitment to working in partnership with Māori and honouring Te Tiriti o Waitangi.</p> <p>Creative, people-focused, and forward-thinking approach to library services.</p> <p>High level of organisational, financial, and analytical skills.</p>
<b>OVERALL</b>	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Able to work overtime and weekends should this be required.</p> <p>Full clean current drivers' licence.</p>

I, \_\_\_\_\_ agree and accept the duties and responsibilities captured in this position description.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date

## Our vision and values

### *Tō tātau matakitenga me ngā wāriutanga*

#### OUR VISION *Te matakitenga*

#### **Better Together Toitū te Kotahitanga**

#### OUR VALUES *Ngā wāriutanga*

We put **people** at the heart of everything we do  
**Toitū te Tangata!**

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We are always **learning and improving**  
**Toitū te Taumata!**

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

We care about our **environment**  
**Toitū te Taiao!**

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

We are **passionate and proud**  
**Toitū te Mauri Ora!**

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together

We work as **one team**  
**Toitū te Mahi Tahi!**

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it



#### WHAKATĀUKI

Hūtia te rito o te harakeke,  
kei hea te kōmako e kō, kī mai ki ahau.  
He aha te mea nui o te ao, māku e kī atu,  
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush  
and where will the bellbird sing?  
If you ask me what is the most  
important thing in the world  
I will tell you, it is people,  
it is people, it is people.*