

Position Description

Position Title:	Programmer – Cultural Wellbeing
Reports To:	Community Engagement and Programming Lead
Responsible For:	N/A
Group and Team:	Community Spaces and Places – Invercargill Libraries
Children’s Worker:	Yes (Core)
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To promote access to library resources and services through active programming. Foster wellbeing via designing a wide and balanced array of active participation using the arts, cultural practice and the celebration of identity as tools to bring communities together. This position focuses on developing and implementing programmes and services that reflect the unique demographics of Invercargill’s communities, fostering inclusion, learning, and empowerment.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Community Engagement

- Actively engage with the community to understand their interests, needs, and suggestions, and use this input to create programmes that reflect and serve the local population.
- Build strong relationships with community organisations, social services, and advocacy groups that reflect the demographics of Invercargill populations to understand their needs and foster collaboration.
- Build authentic and mutually beneficial relationships with mana whenua and mata waka that lead to shared programming and visibility in the library.
- Collaborate with library staff to ensure they are equipped to provide respectful and inclusive services to all cultures represented in the Invercargill population.

Program Development

- Create and oversee a variety of programmes and services tailored to the meet the needs and appetite of the communities with a focus on using the arts, cultural practice and special interest activities to bring the community together.
- Provide programming support to other programmers and wider audiences to ensure the best alignment of staff skills to desired programme outcomes.
- Develop and coordinate programmes to improve literacy skills, providing resources and support for those with limited reading, writing, or English language proficiency.
- Manage program budgets, including allocation of resources, procurement, and financial tracking to optimise resource utilisation.
- Collect and analyse feedback and data to assess the effectiveness and impact of library programmes, and make recommendations for improvements.
- Ensure oversight of the resource creation and delivery of programmes by programme delivery staff or third party organisations. Joint programming across council operations.
- Ensure programming functions align with Rangaranga and seek opportunities for community delivery.
- Create awareness and promote programmes in cooperation with the Communications team to the target communities through culturally sensitive and accessible means, ensuring that they are well-informed about library offerings.
- Provide performance monitoring and reporting of programmes including customer feedback attendance data and recommendations for improvement back to the Community Engagement and Programming Lead.
- Seek out opportunities to deliver programmes where communities want including pop up events across the city, Bluff, rest homes etc.

Library Services

- Contribute to customer enquiries, reader's advisory and rostered duties as required. This includes supervision of rostered weekend shifts.
- Contribute to user education by explaining use of library facilities, self-service and automated service options, resources, equipment and services, and providing information about library policies.
- Maintain an up-to-date knowledge of appropriate policy and procedure, and apply it consistently.
- Support the digital literacy of staff and customers by modelling confident and capable use of digital platforms for communicating with staff, customers and the wider community.

Retail and Hospitality

- Have expert knowledge of the front desk and public floor duties and assist staff during busy periods or as required by the Manager – Invercargill Libraries.
- Provide professional, polite and knowledgeable customer service that builds trust and confidence in the library and Invercargill City Council.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

A qualification or minimum of five years' experience in programming, curation or public outreach

Current New Zealand Drivers Licence

Desirable:

A qualification in social work or education

Knowledge, Skills and Experience

Essential:

Strong empathy and cultural sensitivity

Excellent communication and community engagement skills

Experience working with vulnerable or underserved communities

Knowledge of local social services and community resources

Creativity and adaptability to develop innovative programs

Experience in event planning, community engagement, or public programming

Knowledge of New Zealand's cultural and community landscape

Desirable:

Familiarity with library resources and services

Knowledge of the business of Local Government

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.