

Position Description

Position Title:	Digital Delivery Support Assistant
Reports To:	Business Innovation Lead
Responsible For:	N/A
Group and Team:	Community Spaces and Places – Invercargill Libraries
Children’s Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

Support library services and digital literacy by providing assistance and access to library technology and platforms. Take part in digital programmes and support internal and external meeting room bookings with tech set up. Assist in the promotion of library services, events, and programming by publishing content to social media platforms.

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)*

Digital Support

- Check events calendar and ensure that technology needed for programmes is charged, updates are current, and set up as and when required.
- Provide digital support to library customers through device drop in, and one on one Book a Librarian sessions.
- To assist in the maintenance of library digital technologies- such as robots, tablets, ensuring they are in good working condition and any updates or servicing is completed.
- Support library staff in the use of new applications, and devices, or when experiencing technical issues with current equipment and software.
- Assist the library admin team in setting up any technology required for meeting room bookings
- Act as a backup and support for makerspace activities such as 3D Printing and Laser Cutting, and VR bookings.
- Provide statistical information to the Manager, and your Lead

Website and Online Services

- Coordinate with Library, Communications and Information Services staff to ensure that all aspects of the website are functioning, up to date and issues resolved in a timely manner.
- Ensure all web forms and requests are functional and passed onto the relevant teams for information, consideration and action if required.
- Providing customer support through email or phone to answer questions or address concerns about the online services of the Library.
- Regularly check current online content to ensure it is relevant to users' needs and removed when not current.
- Maintain a record of issues and monitor the resolution process of issues relating to the online customer journey, ensuring all requests for services have been entered correctly.
- Regularly audit the online customer journey to ensure accessibility for all the community including the disabled, vulnerable and English language learner communities.
- Assist with researching digital and online solutions to improve the customer online experience.

Social Media Content Creation

- Photograph library events and programmes, for the purposes of social media content, ensuring that media release details are recorded.
- Monitor online customer interaction with social media platforms, reporting issues, and responding to comments asking for information.
- Collaborate with other teams within Council to create content that aligns with brand identity and marketing goals.
- Develop and maintain an editorial calendar to ensure consistent content production and timely delivery that is regular and balanced across all platforms and supports the activities of the Library.
- Monitor content performance metrics such as views, engagement, for reporting purposes.
- Edit and proofread content for accuracy, grammar, and style.

Customer Service

- Greet and assist customers, providing courteous and knowledgeable support in person, over the phone, and through email when required.
- Work mainly on the public floor of the library maintain visibility and accessibility to library customers.
- Answer inquiries, help customers locate materials, and provide information about library services and programmes.
- Assist customers with retail transactions including ticketing, programme/ event registrations and other retail activities that may become available at the library.
- Assist customers with checking in and checking out materials, issuing memberships, and resolving account issues.
- Assist customers with technology access and device proficiency to ensure access for all. This includes being knowledgeable on a growing range of common e-devices, databases and subscription services the library offers.
- 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.
- Assist in the customer management of customers in shared spaces including de- escalation, and enforcing behaviour expectations.
- Identify customers from vulnerable communities and ensure they are catered for and are able to use the library without barriers.

Shelving and Organisation

- Shelve and maintain the organisation of library materials, ensuring that items are correctly arranged and easily accessible.
- Conduct regular shelf-reading to identify and correct any miss shelved or missing materials.
- Assist with the weeding and discarding of outdated or damaged items.

Administrative Support

- Assist with routine administrative tasks, including data entry, maintaining customer records, and preparing reports.
- Assist in processing new library materials, labelling, and applying security measures as needed.
- Help with interlibrary loan requests and document delivery services.
- Maintain an up-to-date knowledge of appropriate policy and procedure, and apply it consistently.

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:

NCEA level 3 or equivalent passes in English, Mathematics and Computing
 Current New Zealand Drivers Licence

Desirable:

A qualification in communications, journalism, marketing or computing

Knowledge, Skills and Experience

Essential:

Customer-centric mindset with strong communication and interpersonal skills
 Technologically savvy, with a willingness to adapt to new tools and platforms
 Sound understanding of digital user habits and customer types for various online platforms
 A keen desire to share knowledge, train and educate
 Analytical and research skills and the ability to present data in compelling ways
 Self motivated and an ability to work independently and collaborate with a range of teams in the library
 An understanding of creative content design and delivery
 Excellent verbal and written communication skills
 High personal resilience in a public facing role
 Ability to deal independently with a wide range of unpredictable questions and situations
 Demonstrates sound judgement with understanding, respect and sensitivity to cultural diversity and customer types
 Ability and willingness to engage with all customers with a particular focus to engaging rangatahi and the digitally shy

Desirable:

Familiarity with UX/UI principles and their application to digital journeys.

Agreement

Employee

<i>Name</i>	<i>Sign</i>	<i>Date</i>
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Manager

<i>Name</i>	<i>Sign</i>	<i>Date</i>
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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.