



Position Description – Learning and Programme Delivery Assistant

This position reports to: Learning and Programme Outreach Lead

Career Level: 11

Short Description: Delivers frontline customer service, with focus on delivering learning opportunities. Proactively works and engages with community groups, experts and partners.

Position purpose:

As a member of the Learning and Programme Team the Learning and Programme Delivery Assistant will assist the Learning and Programme Outreach Lead to ensure library customer service and public programmes across the district are planned and structured to meet the needs of the communities served and to assist the team in the delivery of library and service centre activities:

The key areas of responsibility include;

Programme Planning & Delivery	<ul style="list-style-type: none"> • Plan local programmes in collaboration with the Learning and Programme Team, the Arts, Culture and Lifelong Learning Leadership team, and the Site Coordinators. • Accommodating community-led programmes within the library and ensure participants are well hosted. • Ensure all resources, including staffing, external providers, are arranged and logistics are planned for each programmed event • Ensure programmes are planned and structured to meet the needs of local community members, including consideration of the needs and interests of all age-groups and abilities, and the provision of access to programmes across seven days • Work closely with Learning and Programme Coordinators to ensure all programmes are developed, resourced, and delivered to a high standard. • Review programme success, including seeking feedback and satisfaction ratings from programme participants • Record statistics, results and feedback as required
Leadership	<ul style="list-style-type: none"> • Encourage local team colleagues to be involved in the planning, delivery and review of programmes by communicating effectively and encouraging participation • Lead by example and deliver excellence in the areas of programme delivery and customer service • Coach local team colleagues in the planning and delivery of programmes and lifelong learning activities
Communication	<ul style="list-style-type: none"> • Coordinate effectively with the Learning and Programme Team and the Communications Team to ensure all programmes planned are advertised and promoted through various channels to ensure strong uptake and expand knowledge of programme • Ensure information available on site and on-line is kept up to date and accurate at all times • Ensure information is accessible and appropriately distributed to ensure participation, resource use and programme attendance meets targets

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- Delivery to remote areas**
- Utilise the Edge Connector vehicle and other means to ensure programmes that can be delivered to remote sites are planned and delivered across wider Selwyn district
 - Assist with the preparation and delivery of special programmes at local events or destinations
 - Provide resources suitable for remote delivery and use innovation, technology and other ideas to ensure broad delivery outcomes

- Customer Service**
- Promote and assist customers in the use of the full range of available resources, services, technology and equipment
 - Create a safe, welcoming and inclusive environment, engage with individuals and groups to build rapport, and demonstrate cultural awareness
 - Provide quality information in response to customer enquiries and work dependably and accurately to support good customer service
 - Identify and respond to needs, situations and opportunities, and actively seek, record and ensure follow through on all customer feedback
 - Enhance Council's reputation within the community

- Team Processes**
- Effectively follow library/service centre processes, collect and record payments, and confidently articulate and apply Council policies and required practices
 - Support other team members by appropriately undertaking all required operational tasks, and use initiative to resolve problems before they escalate
 - Ensure library/service centres are welcoming, attractive, and safe environments for everyone to use and enjoy

- Portfolio responsibilities**
- Undertake the responsibilities assigned to one or more of the areas of the district, including on the ECV.
 - Participate in team planning by contributing ideas and professional knowledge and supporting leadership

- Other duties as required**
- Undertake duties that are within the broad scope of the role and may be assigned from time to time.

Direct reports: 0

Deliverables -

- Big Picture**
- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
 - Stay up to date with legislation and practices as appropriate to role
 - Understand the intent/ethos of local government and the services provided by other parts of the Council
 - Stay informed of organisational activities and decisions through being attentive to communications
 - Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

- Performance**
- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently
 - Report on progress to plan, and against own KPIs
 - Take an active role in own goal setting, learning and development
 - Correctly and appropriately use technology as required for role, including new technologies
 - Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
 - Comply with all legislation and Council policies
 - Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
 - Set a positive example for punctuality, attendance and work ethic

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 Selwyn
DISTRICT COUNCIL

People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
Required assistance may include:
 - Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
 - Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
 - Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Minimum of three years in the GLAM (Galleries, Library, Archive, Museum) sector, customer service or learning environment • High level of digital literacy • Programme, training or other similar delivery • Knowledge of education library resources and information retrieval • Ability to relate well to people of all age groups and learning abilities, including understanding and adapting to individual learning styles • Strong customer service focus with high quality skills 	

Key relationships

External	Internal	Committees/groups
Customers of all ages	Arts, Culture and Lifelong Learning team members	All Customers
Te Taumutu Rūnanga	Community Services and Facilities Team members	Local Education providers, groups, clubs, agencies, businesses and organisations
Te Ngāi Tūāhuriri Rūnanga	Communications and Marketing	Visitors and Tourists
Partners, presenters, community members, and other experts	Information Services	
Visitors and Tourists	All other areas of Council	

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none">• Tertiary qualification level 5 and above• First Aid Certificate*• Possess a full driver's licence (unrestricted private motor vehicle) and be a confident driver <p><i>*If the job-holder is appointed without this, it is a requirement that this is achieved as soon as possible within the first 3 months of employment</i></p>	<ul style="list-style-type: none">• Degree qualification in a related (library, arts or education) field

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.