

JOB DESCRIPTION

Job Title	Lead Librarian
Position Status	Permanent
Hours of Work/Days of Work	40 hours per week – Monday to Friday/Weekends
Business Unit & Team	Service Delivery
Reports to	Team Manager, Libraries
Direct Reports	2 part time Assistant Librarians, 2 Library Casuals; a small group of library volunteers (Mangawhai)
Base Location	Mangawhai Branch Library
Salary Grade	Grade 12
Delegations	None

ABOUT KAIPARA

Kaipara te Oranganui. Two oceans, two harbours.

Kaipara district extends from coast to coast, to the Waipoua Forest in the north and Pouto Peninsula in the south. It includes iconic beaches, kauri forests, rich farmland and rugged landscapes. People come from all over to experience this special part of the world, and we are privileged to play an important part in making Kaipara the place to be.

Our team is committed to Kaipara communities. We deliver essential services including roads, water, waste services, recreational facilities, libraries and regulatory services. Council staff engage our communities to contribute to key projects and plans, and support them to achieve their own. We love what we do, and have a real passion for our people and our place.

At Kaipara District Council, we know there are some important ingredients to develop a strong and supportive culture for our people to thrive, these are our values - mahi tahi (team work), mahia te mahi (make it happen), mana (integrity), whakaute (respect), and pono (trustworthy). These values guide how we work together as a team and alongside our diverse communities.

ROLE PURPOSE

Operational management of the Mangawhai branch of Kaipara Libraries. Coordinates, oversees, and participates in the provision of day-to-day services and ensures an excellent customer experience and smooth-running library operation consistent with industry practice.



whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

KEY RESPONSIBILITIES

Management of library processes/service delivery	• Oversee daily library operations and ensure high-quality customer service. • Oversee rosters to ensure delivery capability, monitor and co-ordinate staff resources to ensure smooth running of library service. • Ensure service delivery is consistent and professional. • Contribute to or lead library projects. • Plan, promote and execute reading, holiday programmes and events. • Create informative displays and promotional material. • Assist with the maintenance of the membership, circulation and reserve systems. • Generate, monitor and maintain library operational reports and statistical information, including overdue, reserves and circulation reports, ensuring timely follow-up where required. • Perform website administration and review website content changes as required. • Ensure all library technology is up to date and working effectively. • Monitor operating procedures to identify any problems/improvements which may be required, taking into account customer feedback. • Maintain confidentiality of customer and Council records • Manage the demand for internet and assist customers in the use of library technology and equipment, including troubleshooting and supporting customers with library applications and systems on computers, tablets and smart phones. • Assist with delivery of services to specific groups within the community. • Actively promote library services to existing, new and potential customers • On occasion be available to assist volunteers at community libraries.
Shelving and Stock maintenance	• Shelf check library on a daily basis, shelve materials, keep shelves tidy and in good order. • Assist with stock purchasing, deselection, mending and stock takes, collection development and other processes. • Processing, accessioning, re-labelling, category changes and other processes and projects.
People Leadership	• Provide operational leadership, guidance and on-the-ground decision-making to ensure the effective delivery of library services. • Operate in line with our "KDC Great Manager Guide." • Comply with the Good Employer Requirements of the Public Service Act 2020 and Local Government Act 2002.



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KDC CORE RESPONSIBILITIES

Health, Safety & Wellbeing	- Take care of your own health, safety and wellbeing and that of others affected by your work - Ensure prompt reporting of all Health and Safety hazards or incidents
Professional Development	- Participate in monthly and yearly roadmap planning and chats with your manager. - Actively participate in professional development initiatives to keep up to date in your area of expertise and to continuously develop skills and capabilities. - Complete annual mandatory learning.
Other Organisational Responsibilities	- Provide CORE customer experience (connected, open, reliable and easy) - Champion our values - Adhere to our ways of working (WoW) - Observe KDC policies, procedures and guidelines. - Contribute to continuous improvement by identifying systems, processes or documents to improve and making changes to keep up with legislation, trends or best practice. - Maintain records in compliance with the Public Records Act 2005 - Be involved in the readiness for emergencies by attending relevant Civil Defence Emergency Management training as required. - Participate in any required Civil Defence exercises to ensure that essential services are maintained during emergencies. - Other tasks and/or projects as assigned.

COMPETENCIES

Leader of Self - Work Together - Deliver Results - Champion Innovation - Provide Customer Experience Excellence - Make Informed Decisions - Communicate Clearly	Leader of Others - Manage People - Business Acumen - Manage within a Political, Legislative and Regulatory Environment - Be a Leader of Change
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SUCCESS PROFILE

Qualifications & Experience Demonstrated leadership experience, preferably in Library or Customer Service management.	Role Specific Skills & Attributes - A strong interest in reading and literature. - Cultural awareness
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- Highly experienced in identifying and addressing customer needs, including in challenging situations.
- Experience and confidence with operating current and emerging technologies
- High level of confidence and experience with Microsoft Outlook, Word and Excel, internet searching.
- A library qualification or equivalent experience would be an advantage.

- Proactive and 'can do' attitude and ability to think creatively.
- Self-motivated and able to work independently.
- Accuracy and attention to detail
- Adaptability, flexibility and ability to cope under pressure.
- High degree of integrity and discretion, ability to maintain confidentiality and political neutrality.
- High level of problem-solving capability
- The ability to learn and work in a dynamic environment.
- Strong organisational and prioritising skills.

Other Role Requirements

This role requires:

- regular travel across the Kaipara region.
- a full NZ Driver Licence.
- good physical fitness.
- you to work on site at all times.



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