



Position Description – Library / Service Centre Site Coordinator

This position reports to: Operations Manager

Career Level: 13

Position Description: Coordinates the delivery at their respective site of frontline customer service, and supports the successful delivery of in-library programmes and community outreach

Position purpose:

As a member of the Arts, Culture and Lifelong Learning Team (ACLL) the Library /Service Centre Site Coordinator supports the day-to-day delivery of library, Council, Central Government, outreach and lifelong learning programmes and services. They do this from Te Ara Ātea in Rolleston and from the library / service centres located around the Selwyn District; Leeston, Darfield and Lincoln.

They ensure that each location is adequately staffed each day, and they work with their peers to coordinate staffing across the wider district, including supporting outreach and other activities. They ensure that the buildings are safe, secure, clean and appealing to customers. They also ensure that furniture and equipment is in good repair.

The Site Coordinators work with the Collections Librarians to ensure that the physical collections are well managed at each site. They take responsibility for the display, condition and promotion of their local library collections.

They are responsible for providing day-to-day leadership to the Community Library/Service Centre Assistants (CLSCA) who are working at their site, and they support them by role-modelling best-practice customer service and by disseminating knowledge, encouraging knowledge sharing and discovery, and assisting with colleagues' on-the-job skills development.

The Site Coordinators are actively involved in collecting performance data, reporting and monitoring local services. They follow-up on or escalate customer feedback.

They support the delivery of lifelong learning and outreach programmes and services, and they share in the operational tasks of the team.

The functional areas of responsibility include:

Coordination of day-to-day operations

- Ensure the facility is welcoming, attractive, clean and safe for everyone to use and enjoy.
- Ensure that everything associated with the building (interior and surrounding exterior), furniture and equipment is in working order and organise for repairs and upgrades as necessary.
- Liaise with cleaners, council colleagues and tradespeople as necessary to maintain good conditions for staff and customers.
- Ensure the site is appropriately staffed to meet the day's/week's operational demands and collaborate with peers and operational team leaders to allocate/redistribute staffing across the wider district.
- Ensure the library is a welcoming and dynamic learning environment so that customers can enjoy attending lifelong learning programmes or finding spaces to relax, read or study.
- Support team colleagues to deliver or support the delivery of programmes to all age groups.

Leadership and delivery of customer service

- Provide effective day-to-day leadership to the local site team.
- Model best-practice and support the team to appropriately undertake all operational tasks.
- Provide skills coaching to members of the team as required.
- Create a learning environment by encouraging and motivating colleagues to develop competence in using the physical and digital resources and systems available, to work through learning modules, and to support each other with routine tasks and customer enquiries.
- Act in the capacity of the 'person in charge' if the need arises.
- Provide quality information in response to customer enquiries.
- Support colleagues with their interactions with customers.
- Facilitate team celebrations and acknowledge great performance as opportunities arise.
- Actively promote and assist customers and colleagues in the use of the full range of available resources, services, technology and equipment.
- Be aware of the needs of customers with mobility issues and ensure the library/service centre is welcoming, attractive, and easy for everyone to use.
- Actively seek, record and ensure follow through on all customer feedback.
- Work collaboratively across the wider ACLL team to develop and evaluate services.

Collection Management

- Ensure the library physical collections are well managed at their site.
- Manage the display, condition and promotion of the local library collection.
- Coordinate weeding/deselection of physical items – those that are in poor condition, out of date, or unused.
- Work with Collections Librarians and other Site Coordinators as required to balance and redistribute collections.
- Communicate with the Collections Librarians and the wider team about collections issues.
- Encourage colleagues to build knowledge of the library's physical and digital collections and mentor them in learning about on-site collection management.

Direct reports: Nil

Indirect reports: (3-10)

Although the role of Library / Service Centre Site Coordinator does not have direct managerial responsibilities, they are responsible for assisting the ACLL Leadership team with the day-to-day supervision of staff on-site at the various Library / Service Centres.

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.

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- 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.
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- Set a positive example for punctuality, attendance, and work ethic

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 considered.

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
- Digital/Technical competence to a high level, with a sound understanding of digital literacy. - At least 3 to 4 years relevant library or customer service experience, and with some leadership experience. - Knowledge of library resources and information retrieval – skilled in using print and digital resources and able to effectively share information with others, including understanding different learning styles.	

Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga	Chief Executive	Committees of Council
Te Ngāi Tūāhuriri Rūnanga	Executive Leadership Team	Business organisations and networks
Council customers	Council staff	Special interest groups and committees
Selwyn residents	Mayor	
External contractors	Elected Councillors	
Territorial and Regional Authorities	Elected Community Board Members	
Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC)		
Greater Christchurch Partnership		
Non-government agencies		
Unions – Public Service Association		

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
- Diploma in Information and Library Studies (Level 5 of the Bachelor of Applied Science) or equivalent knowledge and experience working in digital/technology, arts, business, education or customer services field. - Possess a full driver's license (unrestricted private motor vehicle)	

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.

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