



Position Description – Learning and Programme Coordinator

This position reports to: Learning and Programme Outreach Lead

Career Level: 14

Short Description: Coordinates and provides learning opportunities and programmes. 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 Coordinator will be responsible for the effective planning, delivery, and coordination of innovative and high quality arts, culture, and lifelong learning events, programmes, and outreach across Selwyn District.

They will achieve this through mentoring and coaching colleagues and by collaborating across the Arts, Culture, and Lifelong Learning (ACLL) team, the wider Selwyn District Council, and with external partners such as experts, presenters, agencies, and organisations. The Learning and Programme Coordinator plays a key role in developing and maintaining positive relationships and professional reputations.

The key areas of responsibility include;

Planning & Delivery

- Work within the Programme and Outreach Team to plan, schedule and deliver high-quality and innovative arts, culture, and lifelong learning activities that meet the needs and interests of the diverse Selwyn community, at times and places throughout Selwyn District that are convenient for the intended audience.
- Ensure that lifelong learning activities are appropriate within the context of ACLL/ Selwyn Libraries and relate to its resources, content, and collections.
- Constantly seek and respond to customer feedback to inform planning, delivery, and service development.
- Use a high level of information literacy and research skills to ensure that any programme partners and presenters are authoritative, credible, and delivering accurate, appropriate, high quality, safe, and organised lifelong learning activities.
- Prepare appropriate learning/ event plans and/ or run sheets to support the delivery of lifelong learning activities, or work with partners and presenters to do so, as required.
- Provide high quality and accurate communication and marketing information that feeds into advertising materials such as brochures and online marketing.
- Aid in the development and activation of sustainable programming resources which include but are not limited to digital technologies, creative technologies, education kits, apps, robotics, etc.

Coordination & Collaboration

- Encourage and mentor ACLL team colleagues to be involved in the planning, delivery and review of programmes and lead by example by modelling best-practice approaches.
- Leverage opportunities to collaborate with ACLL colleagues and across wider Community Services and Facilities and Council activities and events.
- Encourage partnerships at ACLL venues and other Council facilities with community groups, government providers and approved partners, education providers, skills programmes, training schemes, pathways, etc.

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- Be the first point of contact around visits with education providers and plan appropriate and engaging learning activities which are delivered to a high standard.
- Deliver training and build the capacity of Arts, Culture and Lifelong Learning team members, volunteers, and presenters to deliver high quality lifelong learning activities.
- Communicate professionally and at a high level (in person, over the phone, and written) with colleagues, customers, participants, internal and external programme partners and presenters, community groups, government agencies, education providers, etc.

Other duties as required

- Undertake duties that are within the broad scope of the role and may be assigned from time to time.
- While normal working hours are Monday to Friday, regular evening and weekend hours are a feature of this role within the normal working week, or in some circumstances negotiated as time in lieu. It should be anticipated that a weekend day or late night are worked not less than once a month, and may be up to 3 times a month.
- Actively identify and foster opportunities for communities to contribute towards the development of, delivery of, and investment in ACLL initiatives

All roles within Arts, Culture & Lifelong Learning (ACLL) deliver frontline customer service as required, including programmes for learning and community outreach, to support a consistent, high-quality experience across our libraries and service centres.

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

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)

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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
3 to 4 years' experience working in the GLAM (galleries, libraries, archives, museums) or learning sectors - Experience coaching and mentoring - High level of digital literacy - Excellent oral and written communication skills - Works well in a team and independently - Creative and critical thinking and problem-solving ability - Understanding of and commitment to upholding the principles of the Treaty of Waitangi	

Key relationships

External

Internal

Committees/groups

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Customers of all ages	Arts, Culture and Lifelong Learning team members	Local Education providers, groups, clubs, agencies, businesses and organisations
Te Taumutu Rūnanga		
Te Ngāi Tūāhuriri Rūnanga	Community Services and Facilities Team members	Visitors and Tourists
Partners, presenters, community members, and other experts	Communications and Marketing	
Local Education providers, groups, clubs, agencies, businesses and organisations	Information Services	
GLAM (Galleries, Libraries, Archives, Museums) institutions	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
- Relevant Bachelor's Degree – Education, Arts, Library - Possess a full driver's licence	

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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.