

POSITION DETAILS

TITLE	Community Programmes Lead
REPORTS TO	Team Leader Library Experience
LOCATION	Whakatāne District Library
DATE	August 2026
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	Nil

PURPOSE OF POSITION

Lead the planning, coordination, delivery and evaluation of library programmes, events and community engagement initiatives that foster literacy, lifelong learning, creativity, wellbeing and connection across the district. Working collaboratively with colleagues, volunteers, community organisations, schools, iwi and other stakeholders, this role develops inclusive and responsive programmes informed by community needs, participation trends and organisational priorities, ensuring programmes reflect Te Tiriti o Waitangi principles and support meaningful engagement with Māori communities, language, culture and knowledge

The role maintains a regular frontline presence through rostered library service shifts, ensuring programmes and community engagement activities remain closely connected to customer needs and community aspirations.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	The best interest of the organisation is represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
COMMUNITY ENGAGEMENT & PROGRAMME DELIVERY	Plan, coordinate, deliver and evaluate community-based library programmes, events and outreach initiatives that support literacy, lifelong learning, creativity and community connection, ensuring they align with community needs and Council priorities. Develop and maintain effective relationships with community organisations, schools, iwi, volunteers and other stakeholders to identify opportunities for collaboration, strengthen community participation and extend the reach of library services. Lead the development, implementation and continuous improvement of programmes, events and promotional initiatives, monitoring participation, feedback and outcomes to inform future planning and service enhancement. Develop programmes and events that encourage discovery and use of library collections, resources and services, supporting literacy, learning and community connection outcomes. Coordinate the resources, staff and volunteers required to successfully deliver programmes and projects, working collaboratively across Council teams and community partners to maximise community impact and engagement. Research and assess community needs, participation trends, customer feedback and programme data to inform programme planning, prioritisation, recommendations and continuous improvement activities. Maintain programme and participation statistics and prepare reports, recommendations and insights that support decision-making, demonstrate outcomes, identify opportunities

	for future development and evaluate the effectiveness of programmes and community engagement initiatives. Develop and maintain meaningful relationships with iwi, hapū, whānau and Māori organisations to ensure library programmes and services reflect local aspirations, strengthen cultural inclusiveness and support equitable participation.
LIBRARY OPERATIONS & CUSTOMER SERVICE	Actively participate in the operation of the library, undertaking rostered supervision and leadership support of services and staff. Undertake desk shifts as rostered, ensuring all customers are welcomed and new customers are introduced to library services, resources and protocols. Resolve customer enquiries at the first point of contact where possible and ensure customers understand next steps if escalation is needed. Resolve escalated customer queries and issues, using support mechanisms to confidently diffuse and de-escalate difficult situations. Manage challenging customer interactions in accordance with Council policies, procedures and behavioural expectations, applying conflict resolution, de-escalation and problem-solving skills with confidence, compassion, professionalism and resilience. Accurately handle and record all financial transactions and any other tasks related to the collection and reconciliation of revenue. Maintain and encourage data accuracy and integrity when using any information system, database/tools or other methods that rely on accurately capturing and logging assets and customer data.
TEAM LEADERSHIP & COLLABORATION	Provide guidance, coaching and mentoring to library staff and volunteers, supporting the successful delivery of library services, programmes and community engagement initiatives. Contribute to the development, review and implementation of library policies, procedures and service standards to support consistent and effective service delivery. Foster a collaborative team environment, sharing knowledge, expertise and best practice to support the achievement of team and organisational goals. Represent the library service on organisational projects, working groups and initiatives, contributing specialist knowledge and supporting successful outcomes. Contribute ideas to improve the offering and services of the library, ensuring they are relevant, up to date and meet the needs of all customers.
DIGITAL LITERACY & ACCESSIBILITY	Promote and support the effective use of current, emerging and digital technologies, building the confidence and capability of customers, volunteers and colleagues to access information, resources and services. Support equitable access to library services, resources and programmes by assisting customers with diverse literacy, learning, digital and social needs. Build positive relationships with customers, community groups and stakeholders, ensuring services, resources and programmes respond effectively to community needs and aspirations.

FINANCIAL & ADMINISTRATIVE TASKS	Receive and process payments from customers over the counter, ensuring all monies accurately receipted, coded & banked within required timeframes. And ensure issues or concerns relating to this are researched and resolved and/or brought to the attention of the Team Leader. Manage end of day balancing, reconcile, and prepare daily banking. Accurately handle and record all financial transactions and any other tasks related to the collection and reconciliation of revenue.
HEALTH, SAFETY AND WELLBEING	Ensure Council's documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled. Accurately report all work-related hazards, incidents and accidents and implement any follow up corrective actions. Provide support, as required, to Health and Safety staff and General Manager to complete due diligence audits and other internal audits, assessments, and investigations. Regularly attend Health and Safety training, ensuring certification is current, as required. Ensure active worker participation and engagement in Council's health, safety and wellbeing practices and projects.
ADDITIONAL DUTIES	Assist with emergency management events as instructed and attend relevant training in Civil Defence as required. Attend relevant training, as required. Complete other duties that may be required, in agreement with the line Manager.

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
- Library customers and visitors - Educational institutions, schools and early learning providers - Community groups and community organisations - Iwi and hapū - Regional library networks - Other councils and partner agencies	- Library Experience Team - Arts and Culture team - All Council staff

PERSON SPECIFICATION

QUALIFICATIONS	A relevant tertiary qualification in community development, education, adult learning, youth development, event management, arts, social sciences, recreation, library and information studies, or a related discipline; or equivalent relevant experience.
EXPERIENCE	4 years' experience in planning, delivering and evaluating programmes, events or community initiatives. Experience identifying community needs and translating these into engaging and inclusive programmes or services.

	Experience building partnerships and working collaboratively with a diverse range of stakeholders. Experience monitoring outcomes, preparing reports and using data and feedback to inform future planning. Public library experience would be advantageous but is not essential.
KNOWLEDGE, SKILLS AND ATTRIBUTES	Demonstrates sound judgement, cultural awareness and respect for diversity, creating welcoming and inclusive environments for all members of the community. Understanding of the role community-focused services play in supporting learning, wellbeing, literacy, connection and participation. Passionate about working with people and creating engaging experiences that respond to the needs and interests of diverse communities. Strong relationship-building skills with the ability to engage effectively with customers, community groups, schools, volunteers, iwi and other stakeholders. Excellent communication and facilitation skills, with the ability to connect with people of all ages, backgrounds and abilities. Ability to research community needs, identify opportunities and use participation data, feedback and insights to inform planning and continuous improvement. Confident using digital technologies, online platforms and common software tools to support programme delivery, promotion and evaluation. Flexible, motivated and highly organised, with the ability to manage multiple priorities and adapt to changing circumstances. Demonstrated commitment to developing knowledge of Te Tiriti o Waitangi, te ao Māori and tikanga Māori, with the ability to apply this understanding when designing and delivering programmes, building relationships and engaging with communities. Innovative and creative, with the ability to generate ideas and translate them into practical community-focused activities and outcomes. A collaborative team player who shares knowledge, supports colleagues and contributes positively to organisational goals. Self-motivated and proactive, with a commitment to learning, improvement and professional growth. Confident engaging with the public and managing a wide range of situations in a calm, approachable and professional manner.

OVERALL	The role involves regular physical activity and manual handling tasks associated with library operations, including: • Significant periods of standing and moving throughout the library and community venues. • Frequent lifting, carrying, pushing and moving library materials, displays, equipment and event resources. • Regular bending, reaching, squatting and shelving activities. • Setting up and dismantling programme and event spaces. • Transporting and handling programme resources and equipment as required. Able to work overtime and weekends should this be required. Full clean current drivers' licence.
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I, _____ agree and accept the duties and responsibilities captured in this position description.

Employee signature

Date

Our vision and values

Tō tātau matakitenga me ngā wāriutanga

OUR VISION *Te matakitenga*

Better Together Toitū te Kotahitanga

OUR VALUES *Ngā wāriutanga*

We put **people** at the heart of everything we do
Toitū te Tangata!

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We are always **learning and improving**
Toitū te Taumata!

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

We care about our **environment**
Toitū te Taiao!

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

We are **passionate and proud**
Toitū te Mauri Ora!

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together

We work as **one team**
Toitū te Mahi Tahi!

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it



WHAKATĀUKI

Hūtia te rito o te harakeke,
kei hea te kōmako e kō, kī mai ki ahau.
He aha te mea nui o te ao, māku e kī atu,
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush
and where will the bellbird sing?
If you ask me what is the most
important thing in the world
I will tell you, it is people,
it is people, it is people.*