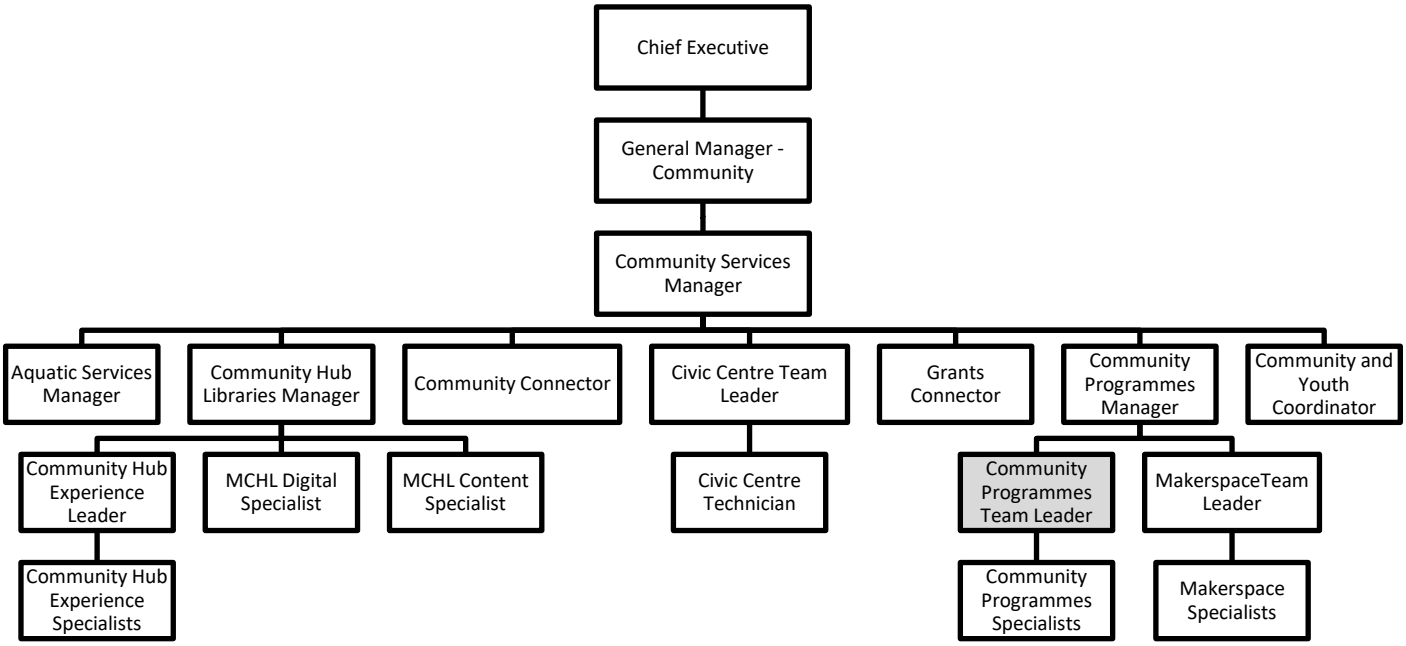
JOB PROFILE

Job title	**Community Programmes Team Leader**
Area	Community
Reporting line	Community Programmes Manager
Staff Responsibilities	Community Programmes Specialists
Job purpose	Lead the day-to-day planning, coordination and delivery of engaging programmes, events and experiences that support learning, connection and wellbeing across the community. Lead and support the Community Programmes Specialists while remaining actively involved in programme design and delivery across Council spaces and places, including Community Hub Libraries and outreach locations throughout the Manawatū District. Work closely with the Makerspace Team Leader on shared programme delivery and coordinate agreed Community Programmes support for Civic Centre activity.
Location	At Te Āhuru Mōwai**,** Civic Centre, Council Office and off site in the Manawatū District as required

Reporting relationship



About us

Here at the Manawatū District Council, we strive to be a successful, future-oriented organisation providing services that benefit our communities to support a connected, vibrant and thriving Manawatū. Kia papa te tū, kia rangi te tiro. This whakataukī (proverb) describes our connection to our proudly rural roots, our beautiful town, villages and countryside, and describes our aspirations for our community.

The role

The Community Programmes Team Leader leads the day-to-day planning, coordination and delivery of engaging, inclusive and well-planned programmes, events and experiences that support literacy, learning, digital inclusion, wellbeing and community connection across the Manawatū District.

The role leads and supports the Community Programmes Specialists, providing clear day-to-day direction, coordinating workloads and rosters, supporting staff development and performance, and ensuring programme activity is well planned and delivered. The Team Leader remains actively involved in programme design and delivery and makes day-to-day decisions about programme activity, staffing and resources within agreed priorities.

The role works closely with the Community Programmes Manager and Makerspace Team Leader to plan a coordinated programme of activity, drawing on the skills and capacity of both teams. It works with the Community Hub Experience Leader to ensure staff across the Hub understand the services and opportunities available and can confidently guide customers. The Team Leader also coordinates agreed Community Programmes support for Civic Centre activity with the Civic Centre Team Leader, taking account of wider programme commitments and team capacity. Unresolved competing priorities or resource constraints are escalated to the Community Programmes Manager.

Key relationships

Internal
Community Programmes Manager
Community Programmes Specialists
Civic Centre Team Leader and Civic Centre Technician
Makerspace Team Leader and Makerspace Team
Community Hub Libraries Manager and Community Hub Libraries team
Community Services Team
Communications and Engagement Team
Other Council staff as required

External
Community members, whānau and programme participants
Schools, kura, early childhood providers and education partners
Community groups, clubs and organisations
Programme facilitators and community partners
Civic Centre customers, performers and event organisers
Other local authorities and relevant professional networks

Key responsibilities

People Leadership & Team Support

- Lead, coach and support the Community Programmes Specialists to deliver high-quality programmes, events and experiences.
- Set clear performance expectations and provide regular feedback, recognition, support and accountability.
- Lead performance and development processes for Community Programmes Specialists, including regular one-to-ones, performance reviews and development planning.
- Develop and manage staff rosters, leave and day-to-day work allocation to ensure programme activity is appropriately resourced.
- Lead regular team planning sessions and coordinate programme schedules and calendars, ensuring staff have meaningful input into programme development and delivery.
- Maintain oversight of team capacity, programme spaces, staffing and resources, identifying and resolving day-to-day conflicts and delivery issues.
- Support and develop the capability of Community Programmes Specialists, including programme design, facilitation, event delivery, community engagement and working across Council facilities.

- Coordinate onboarding and training for Community Programmes Specialists and support the development of other staff and volunteers who contribute to programme delivery.
- Foster a positive, collaborative and proactive team culture that encourages initiative, shared learning and continuous improvement, and supports staff to contribute to the wider Hub and Community Services experience.
- Work with the Civic Centre Team Leader to coordinate Community Programmes staff support for Civic Centre bookings, events and programmed activity, taking account of wider programme commitments and available team capacity.
- Work with the Makerspace Team Leader to coordinate Makerspace staff and resources to support Community Programmes activity where appropriate, taking account of Makerspace commitments, staff capacity and programme requirements.
- Work with the Community Hub Experience Leader to share programme and service information, identify opportunities for appropriately supported staff contributions and ensure front counter staff can confidently explain programmes, bookings and the wider service offer.
- Escalate significant resource conflicts, performance matters, risks or operational issues to the Community Programmes Manager as appropriate.

Programme Development and Delivery

- Lead the design, planning, promotion and delivery of Community Programmes across key streams, including but not limited to:
    - Holiday programmes for children and young people
    - Literacy and lifelong learning programmes
    - Digital literacy programmes, including support for seniors and jobseekers
    - Social connection and wellbeing programmes, such as book clubs and community meetups
    - Programmes and events for children, young people and whānau
- Use a strengths-based and community-informed approach to develop programme content and support the team to apply this consistently.
- Engender a ‘make it happen, can do’ attitude while being thoughtful about Te Tiriti principles and other community group cultural norms.
- Lead seasonal and termly programme planning cycles, creating regular opportunities for the team to reflect, iterate and adjust activity based on participation, feedback and emerging opportunities.
- Remain actively involved in the design and delivery of programmes for children and young people that support engagement, learning and wellbeing.
- Deliver programmes both independently and in collaboration with other teams or partners.
- Ensure programme resources, event equipment and technology used by the team are ready and fit for purpose, working with the relevant service or technical lead where specialist support is required.
- Ensure programme content reflects the needs and interests of diverse communities, including Māori, Pasifika, disabled and neurodivergent customers.
- Work with the Digital Specialist to support the planning, promotion and community delivery of digital literacy programmes, including setup, audience engagement and feedback collection.
- Work with the Makerspace Team Leader to develop and deliver interactive STEM, digital literacy and creative technology programmes, activities and events, connecting Makerspace opportunities with wider Community Programmes activity.
- Enable appropriately trained Community Programmes staff to deliver suitable Makerspace programmes, alongside or independently of Makerspace staff where appropriate. Agree delivery arrangements with the Makerspace Team Leader, ensuring staff capability, safe equipment use and appropriate support.
- Responsible for the day-to-day marketing and promotion of Community Programmes, working with the Makerspace Team Leader, Community Hub Experience Leader and relevant colleagues to plan a cohesive approach across shared channels and the wider service offer.

- Coordinate the team's contribution to shared social media accounts, including content and responses to customer messages, and maintain current website information and event listings. Develop and distribute printed promotional material and agree content for digital signage, ensuring information is accurate, timely and coordinated with the other teams.
- Work with the Community Programmes Manager and Communications and Engagement team to contribute programme information, good news stories and examples of Council's work to shared publications and communications across Community Services.
- Ensure appropriate run sheets, procedures and programme documentation are maintained to support quality and repeatable delivery.
- Oversee community bookings and delivery of the Play Trailer, remaining actively involved in delivery where required.
- Support and participate in outreach activity across the district, including Community Libraries, schools, parks and other community locations.
- Identify opportunities to involve external service providers and community partners in programme delivery.
- Represent Council positively in the community through safe, well-prepared and engaging programmes and activations.
- Coordinate the preparation, setup, delivery and pack-down of Council-wide or district events, such as Family Fun Day, and actively participate in delivery as required.
- Engage directly with community members and support the team to gather feedback and identify new programme opportunities.

Schools and Learning Partnerships

- Build and maintain strong relationships with local schools, kindergartens, early childhood providers and kura across the district.
- Support Community Programmes Specialists to develop and maintain effective relationships with education partners.
- Coordinate the delivery of school and learning programmes, resource kits and curriculum-linked activities.
- Provide training or facilitation support to teachers to help them use resource kits effectively.
- Deliver outreach programmes in schools and remain actively involved in educational programming.
- Encourage and support schools to use the Hub for class visits and educational programming.
- Identify opportunities to connect schools with wider Community Hub Libraries and Makerspace programmes, resources and experiences

Civic Centre & Event Support

- Participate in Civic Centre bookings and events as rostered, working alongside the Civic Centre Team Leader, Civic Centre Technician, other staff and volunteers.
- Prepare and reset Civic Centre spaces for bookings and events, including room set-up, furniture and equipment, changeovers and pack-down.
- Provide routine customer orientation, front-of-house and practical venue support once appropriately trained.
- Support the delivery of straightforward bookings and events where specialist technical support is not required.
- Undertake appropriate Civic Centre venue, safety, emergency and equipment training and support Community Programmes Specialists to maintain appropriate capability.
- Work within established procedures and individual competence, seeking support from the Civic Centre Technician where technical or specialist assistance is required.
- Work with the Civic Centre Team Leader to identify opportunities to improve the efficiency and consistency of event set-up, delivery, pack-down and customer support.

Financial Management

- Manage day-to-day programme expenditure within approved budgets and financial delegations, ensuring resources are used appropriately and in accordance with Council policies and processes.
- Monitor programme expenditure and commitments, maintaining an understanding of available budgets and identifying emerging pressures or variances.
- Make purchasing and expenditure decisions within delegated authority, considering programme outcomes, value for money and available resources.
- Develop and review costings for programmes, events and activities to support planning and decision-making.
- Ensure appropriate procurement, purchasing and financial processes are followed by the Community Programmes team.
- Work with the Community Programmes Manager to support budget planning, forecasting and monitoring, providing information on programme requirements, expenditure and emerging financial needs.
- Identify opportunities to make effective use of programme resources, external funding, partnerships and shared resources.
- Escalate significant financial issues, unbudgeted expenditure or matters outside delegated authority to the Community Programmes Manager.

Qualifications, knowledge and experience

Essential

- Minimum NCEA Level 3 (or equivalent qualification) in education, libraries, community development, programme delivery or a related discipline
- Proven experience designing and delivering programmes in a public, community, or educational setting
- Experience providing day-to-day leadership, guidance or coordination to others, with the ability to set clear expectations, provide feedback and support staff development
- Experience coordinating staff, rosters, workloads or resources to support effective service delivery
- Demonstrated ability to make sound day-to-day decisions, manage competing priorities and escalate significant issues appropriately
- Confidence engaging with a wide range of ages, including children, youth, and adults
- Experience supporting community learning, including digital skills, literacy, wellbeing, or life skills
- Experience managing expenditure, programme budgets or financial resources, with an understanding of financial delegations, procurement and organisational financial processes
- Strong communication and presentation skills, including the ability to deliver confidently to schools and public audiences
- Demonstrated ability to work independently, manage varied hours (including evenings and weekends), and deliver programmes solo or with minimal support
- Ability to work collaboratively across teams, including coordinating shared staff, specialist expertise and resources to support programme delivery
- Competence in using technology and digital tools, including social media, online resources, and presentation equipment
- Ability to confidently provide customer and event support in a busy public venue environment
- Current full Class 1 driver's licence, with confidence towing an enclosed trailer and driving a long-wheel-base vehicle

Preferred

- A tertiary qualification in libraries, education, community engagement, youth work, digital inclusion, leadership or a related field

- A qualification or recognised professional development in adult education, facilitation, programme design, leadership or people management.
- Previous experience in a formal team leadership, supervisory or people management role.
- Experience working with schools, kura, early childhood centres or organisations supporting children and young people.
- Experience planning and coordinating programme or outreach delivery across multiple locations.
- Experience supporting staff performance, development, onboarding or training.
- Experience coordinating programmes or events involving multiple teams, partners or specialist resources.
- Three or more years' customer, programme or public service experience, ideally in a library, learning, community, events or recreation setting.
- Willingness to undertake further training or qualifications related to leadership, programme delivery, facilitation or community learning

Personal attributes

- A genuine passion for creating inclusive, engaging and meaningful experiences for people of all ages and backgrounds.
- A confident and supportive leader who sets clear expectations, develops others and leads by example.
- Proactive and self-motivated, with the ability to use sound judgement, take initiative and follow through on commitments.
- Well organised and able to balance programme delivery, people leadership and competing priorities.
- Adaptable and solutions-focused, with a positive attitude toward change, innovation and continuous improvement.
- Strong interpersonal and communication skills, with the ability to build positive relationships with staff, customers, community groups and partners.
- Collaborative and willing to work across teams, share knowledge and resources, and remain actively involved in programme and event delivery.
- Culturally responsive and respectful, demonstrating an understanding of Te Tiriti o Waitangi and commitment to inclusive practice.

Emergency Management

All staff are required to support Council's response supporting the community during an emergency event. Your manager and the CDEM staff will work with you to identify what your specific role in the CDEM structure will be.

You will be required to:

- Undertake civil defence/emergency management training, as appropriate to your CDEM role
- Engage in exercises and other preparation activities
- Carry out any reasonable work during an emergency event as directed by the Controller or MDC/CDEM management, which may include tasks that are outside your normal responsibilities or working hours.

Other requirements

- Demonstrate our values of being professional, progressive, positive and people-focussed
- Demonstrate a customer service ethic, both internally and externally
- Contribute to MDC being a safe and healthy workplace for all our staff and visitors
- Be open to changes in your duties and updates to this job profile as things in the organisation change
- Actively participate in our performance systems and professional development opportunities
- Support MDC's Family Fun Day and other Council events, including coordinating and participating in set-up, delivery and pack-down as required
- Flexibility to work outside standard business hours, including evenings, weekends and public holidays, where required to support Community Programmes and Civic Centre activity.
- Ability to undertake the physical requirements of the role, including event set-up and pack-down, moving equipment and working in active venue environments.

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Employee Name Date
Community Programmes Team Leader

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Lyn Daly Date
General Manager – Community