## JOB PROFILE

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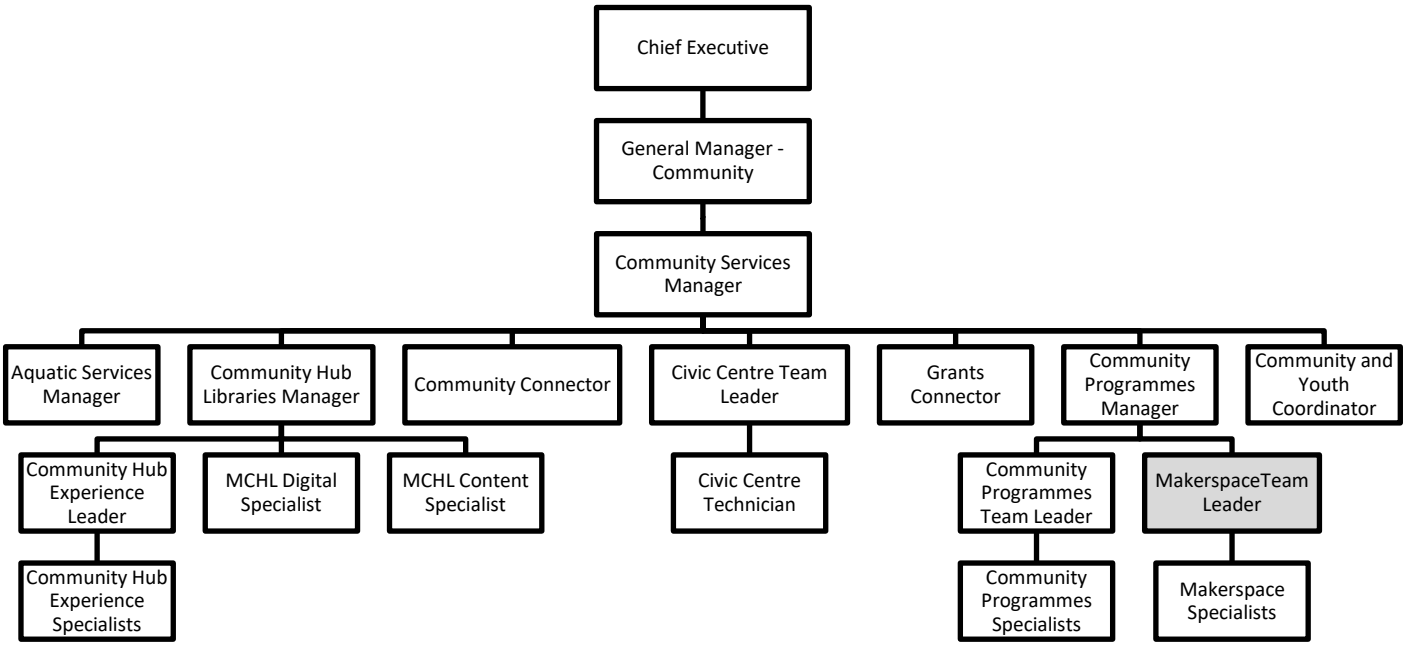
| **Job title** | **Makerspace Team Leader** |
| **Area** | Community |
| **Reporting line** | Community Programmes Manager |
| **Staff Responsibilities** | Makerspace Specialists |
| **Job purpose** | Lead the day-to-day operation and development of the Community Hub Libraries' Makerspace service, ensuring a safe, welcoming and innovative environment for customers and staff. Lead and support the Makerspace Specialists while remaining actively involved in equipment use, maintenance and programme delivery. Work closely with Community Programmes and the wider Hub team to deliver connected learning opportunities and customer experiences. |
| **Location** | Te Āhuru Mōwai and other locations throughout 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 Makerspace Team Leader leads the day-to-day operation and development of the Community Hub Libraries' Makerspace, ensuring equipment, systems, programmes and customer experiences are safe, well managed and responsive to community needs.

The role leads and supports the Makerspace Specialists, providing clear day-to-day direction, coordinating workloads and rosters, supporting staff development and performance, and ensuring appropriate technical capability is maintained across the team. The Team Leader remains actively involved in Makerspace operations, customer support, programme delivery and equipment management.

The role works closely with the Community Programmes Manager and Community Programmes Team Leader to plan and deliver a coordinated programme of activity, drawing on the skills and capacity of both teams. Makerspace remains an integrated part of Community Hub Libraries. The Team Leader works with the Community Hub Libraries Manager, Community Hub Experience Leader and wider Hub team to share service knowledge, coordinate activity and provide a connected customer experience. Makerspace services are delivered at Te Āhuru Mōwai and through outreach across the Manawatū District.

**Key relationships**

**Internal**

- Community Programmes Manager
- Makerspace Specialists
- Community Programmes Team Leader and Community Programmes Specialists
- Community Hub Libraries team
- Digital Specialist
- Community Services team
- Community Assets team
- Communications and Engagement team
- Other Council staff as required

**External**

- Community members, whānau and Makerspace customers
- Schools, kura, early childhood providers and education partners
- Community groups, clubs and organisations
- Businesses, entrepreneurs and other Makerspace users
- Suppliers, stockists and technology providers
- Programme facilitators and community partners
- Other local authorities and relevant professional networks

**Key responsibilities**

*People Leadership & Team Support*

- Lead, coach and support the Makerspace Specialists to deliver a safe, high-quality and customer-focused Makerspace service.
- Set clear performance expectations and provide regular feedback, recognition, support and accountability.
- Lead performance and development processes for Makerspace Specialists, including regular one-to-ones, performance reviews and development planning.
- Develop and manage staff rosters, leave and day-to-day work allocation to balance customer access, programme delivery, equipment maintenance, preparation, staff development and leadership responsibilities within available capacity.

- Maintain oversight of team capacity, technical capability and workloads, identifying and resolving day-to-day operational issues.
- Support and develop the technical, programme delivery and customer service capability of Makerspace Specialists.
- Coordinate onboarding and training for Makerspace Specialists and other staff or volunteers who support Makerspace activity.
- Foster a positive, collaborative and proactive team culture that encourages initiative, knowledge sharing and continuous improvement, and ensures staff contribute to the wider Hub and Community Services experience.
- Work closely with the Community Programmes Team Leader and Community Hub Experience Leader to build shared understanding across the teams, coordinate staff contributions and support customers to access the full Hub offer.
- Escalate significant resource conflicts, performance matters, risks or operational issues to the Community Programmes Manager as appropriate

*Makerspace business*

- Lead the safe, effective and welcoming day-to-day operation of the Makerspace, ensuring a high-quality experience for customers and staff.
- Maintain a high level of knowledge and capability across Makerspace equipment and technology and support the team to maintain the competencies required for their roles.
- Ensure customers receive safe, confident and accessible support and training in the use of Makerspace technology and equipment.
- Ensure the Makerspace environment is clean, well organised, inclusive and welcoming to people of all ages, abilities and backgrounds.
- Lead the maintenance and servicing programme for Makerspace equipment to support safe, reliable and effective operation.
- Ensure accurate records are maintained for equipment, including maintenance, usage, servicing and repairs.
- Monitor equipment performance and condition, identifying operational risks, maintenance requirements and emerging replacement needs.
- Provide technical advice and recommendations on equipment selection, procurement, replacement and development of the Makerspace.
- Contribute to Council's capital renewal planning by identifying future equipment and technology requirements and providing advice to the Community Programmes Manager, in collaboration with relevant Council teams.
- Oversee consumables, tools and equipment inventories, ensuring appropriate stock levels are maintained for customer use and programme delivery.
- Maintain effective relationships with suppliers, stockists and technology providers.
- Lead the design, development and delivery of engaging Makerspace programmes, activities and events focused on digital literacy, STEAM, creative technologies and practical learning for a range of audiences.
- Ensure Makerspace programmes and activities are proactively planned as a core part of the service and appropriately balanced with customer access, equipment use and wider Makerspace activity.
- Lead forward planning with Makerspace Specialists and the Community Programmes Team Leader, ensuring programme activity is achievable, appropriately resourced and responsive to community interests and opportunities.
- Remain actively involved in programme and activity delivery and support Makerspace Specialists to take ownership of activity based on their skills, interests and areas of expertise.
- Work with the Community Programmes Team Leader to agree shared programme priorities, staffing and resources, drawing on the skills of both teams and taking account of programme commitments, staff capability, maintenance and available capacity.
- Identify suitable Makerspace programmes that appropriately trained Community Programmes staff can deliver, alongside or independently of Makerspace staff where appropriate. Agree delivery arrangements with the Community Programmes Team Leader and provide the training, guidance and documentation required for safe, confident delivery.

- Ensure specialist or higher-risk equipment and activities remain supported by staff with the appropriate technical knowledge, training and competency.
- Work with the Community Programmes Team Leader to connect Makerspace activity with wider programmes, events and audiences. Share expertise and resources across the teams, while maintaining clear responsibility for specialist content, equipment requirements and safe delivery.
- Build and maintain relationships with schools, community groups, businesses and other partners to extend participation and identify new Makerspace opportunities.
- Plan and deliver Makerspace activity beyond Te Āhuru Mōwai, including taking equipment and resources to schools, Community Libraries and other locations across the district to provide accessible hands-on learning opportunities.
- Identify opportunities to extend Makerspace services into rural communities and other locations where taking the service to the community can increase access and participation.
- Safely transport, set up, operate and pack down appropriate Makerspace equipment and resources for off-site programmes and activities.
- Lead the day-to-day marketing and promotion of Makerspace services, programmes and opportunities, working with the Community Programmes Team Leader, Community Hub Experience Leader and relevant colleagues to coordinate shared social media, website information, promotional material and digital signage.
- Work with the Community Programmes Manager and Communications and Engagement team to contribute Makerspace information, good news stories and examples of Council's work to shared publications and communications across Community Services.
- Maintain current operating procedures, setup instructions, safety information, programme documentation and other resources that support safe, consistent and repeatable delivery.
- Maintain oversight of Makerspace bookings, calendars, customer enquiries and operational communications to support smooth day-to-day operation.
- Coordinate the team's contribution to shared social media accounts, including content and responses to customer messages, and ensure Makerspace website information, event listings, printed material and digital signage are accurate, current and coordinated with the other teams.
- Use customer feedback, participation information, staff knowledge and emerging technology to continually develop and improve the Makerspace service.

*Organisational Support*

- Work collaboratively with the Community Hub Libraries Manager, Community Hub Experience Leader and wider Hub team to ensure the Makerspace contributes to a welcoming, connected and well-coordinated customer experience.
- Participate in wider Hub planning and contribute Makerspace expertise to activities, events and service development.
- Work collaboratively with the Digital Specialist and other specialist staff where technology, digital learning and Makerspace activity intersect.
- Share Makerspace knowledge, service information and resources with colleagues, ensuring front counter staff understand the services, programmes, bookings and opportunities available and can confidently guide customers.
- Contribute to Council and Community Services events and activities where Makerspace capability can add value.
- Develop and maintain a broad knowledge of Community Hub Libraries services and resources, and support the team to guide customers beyond Makerspace and contribute to wider Hub delivery.

*Financial Management*

- Manage day-to-day Makerspace expenditure within approved budgets and financial delegations, ensuring resources are used appropriately and in accordance with Council policies and processes.
- Monitor Makerspace expenditure and commitments, including equipment, maintenance and consumables, and identify emerging pressures or requirements.
- Make purchasing and expenditure decisions within delegated authority, considering service requirements, value for money and available resources.

- Develop costings for Makerspace programmes, activities, equipment and consumables where required.
- Work with the Community Programmes Manager to support budget planning, forecasting and capital renewal planning by providing information on operational, equipment and programme requirements.
- Ensure appropriate procurement, purchasing and financial processes are followed by the Makerspace team.
- Identify appropriate external funding, sponsorship, partnership or donation opportunities that could support Makerspace development.
- Escalate significant financial issues, unbudgeted expenditure or matters outside delegated authority to the Community Programmes Manager.

**Qualifications, knowledge and experience**

*Essential*

- Minimum National Certificate Level 4 or equivalent level of education in a relevant discipline.
- Proven experience working in a Makerspace, library, community facility, education, technology, recreation or similar environment.
- More than three years' experience in a public library, Makerspace, community, education or recreation service.
- Demonstrated competence and confidence in the safe use of complex technology and equipment, such as laser cutters, CNC equipment, 3D printers or similar creative technologies.
- 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.
- Proven ability to explain technical or complex information to learners in a clear, accessible and non-technical way.
- Proven experience designing, coordinating or delivering programmes, learning opportunities or events.
- Experience developing and maintaining effective community, customer or stakeholder relationships.
- Experience managing expenditure, equipment, stock or other operational resources, with an understanding of organisational purchasing and financial processes.
- Strong written and verbal communication skills.
- Ability to work confidently with people of different ages, abilities and backgrounds.
- Current full New Zealand Class 1 driver's licence and confidence driving a Council vehicle to deliver programmes and activities throughout the district.

*Preferred*

- A tertiary qualification in technology, education, libraries, community development, management or a related discipline.
- Previous experience in a formal team leadership, supervisory or people management role.
- Experience maintaining, troubleshooting or managing specialist equipment.
- Experience developing STEAM, digital literacy, creative technology or practical learning programmes.
- Experience supporting staff performance, development, onboarding or technical training.
- Experience contributing to equipment procurement, asset planning or capital renewal.
- Willingness to undertake further technical, leadership or facilitation training relevant to the role

**Personal attributes**

- A genuine passion for technology, creativity, learning and helping people build confidence to make and create.
- 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.
- Technically curious and committed to maintaining and developing knowledge as technology and equipment evolve.

- Well organised and able to balance customer service, technical operations, programme delivery, people leadership and competing priorities.
- Adaptable and solutions-focused, with a positive attitude toward change, experimentation and continuous improvement.
- Strong interpersonal and communication skills, with the ability to make technical concepts accessible to people with different levels of confidence and experience.
- Collaborative and willing to work across teams, share knowledge and remain actively involved in Makerspace delivery.

**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 event by contributing to set-up, delivery, and pack-down on the day, with participation rostered to ensure workloads and hours are managed fairly.
- Be flexible in working hours, including evenings and weekends, where rostered to support Makerspace programmes, events and Community Hub Libraries activity.
- Maintain the technical training, competencies and certifications required to safely undertake the responsibilities of the role.
- Be physically capable of undertaking the practical requirements of Makerspace operations, including equipment and resource handling, programme setup and pack-down

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Employee Name
Makerspace Team Leader

Date

_____ _____

Lyn Daly
General Manager – Community

Date

The Makerspace team work on a rotating roster. The current roster is indicated below. Please note shifts can and do change as the needs of the business change. For example, an event takes place on a Sunday, so the shift on Thursday becomes Sunday in this week.

| | *Not Open to the Public* | *Open 10am - 5:30pm* | *Open 10am - 5:30pm* | *Open 2:15pm - 5:30pm*<br>*Fortnightly team meeting 8:45am* | *Open 10am - 5:30pm* | *Open 10am - 4pm* |
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| **Week 1** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** |
| **Team Leader** | 10:45am - 5:45pm | 10:45am - 5:45pm | | 8:45am - 3:45pm | | 10am - 4:30pm |

| **Week 2** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** |
|---|---|---|---|---|---|---|
| **Team Leader** | 10:45am - 5:45pm | 10:45am - 5:45pm | 10:45am - 5:45pm | 8:45am - 3:45pm | | |

| **Week 3** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** |
|---|---|---|---|---|---|---|
| **Team Leader** | | 10:45am - 5:45pm | 10:45am - 5:45pm | 8:45am - 3:45pm | | 10am - 4:30pm |