Palmerston North City Council Job Profile

Position Title	**Awapuni Community Librarian**
Reporting to	Community Living Rooms Team Leader
Unit	Community
Date Created	February 2019

Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation form the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

Context

The Community unit is comprised of four divisions: Libraries, Community Development, Housing and CET Wildbase Recovery Centre. Although each division has a differing focus, all support the enhancement of community wellbeing underpinned by the nationally recognised guiding principles of community-led development:

- shared local visions or goals drive action and change
- use existing strengths and assets
- many people and groups working together
- building diverse and collaborative local leadership
- adaptable planning and action informed by outcomes.

Combined, the unit provides opportunities for people to connect, learn, share, create, collaborate and experience through access to innovative services and facilities such as the Libraries, Youth Space and the CET Wildbase Recovery Centre. Alongside strategic and community partners, the unit also has a role for supporting the capacity and capability of the community and cultural sectors; and the tenancy management for Council's substantial housing portfolio.

The Community Living Room of the City within the Libraries Division team provides services that support and enable the different communities in Palmerston North to achieve their goals and meet their needs. The team also work to ensure that community centres and Community Libraries are developed as complementary facilities working together in each community.

Main Purpose

The Awapuni Community Librarian is an integrated part of the Awapuni community through the building and maintenance of strong relationships within the neighbourhood. They take an active interest in what is happening within the community, identify key people and agencies within the community, and endeavour to connect people and groups with relevant content, programmes, events, and services. They encourage the community to participate actively in the selection of content, and to provide input and feedback into programmes and the use of community spaces. They will develop relationships outside of the physical building and be a prominent presence and contributor to community events and programmes.

Responsibility for Managing Staff

Nil

Financial Authority

As per delegated authority

Key Areas of Responsibility

- Build and maintain strong relationships across the community in order to develop an understanding of needs; promote the resources and services of the Libraries Division and Community Unit; leverage and promote other providers within the community where appropriate; understand who the key people within the neighbourhood are and how we can be of service to each other
- Provide a relevant, personalised, and knowledgeable information / librarian service to the neighbourhood. Use effective listening skills to understand what the person or group need is, and link them into resources and services to meet that need.
- Build and maintain strong relationships across the Libraries Division and the wider Community team to identify potential opportunities to leverage existing programmes, networks, and services to meet the needs of the community
- Ensure that the collections of the Awapuni Living Room meet the needs of the community by: working within the neighbourhood to understand needs in collaboration with community groups and the Content Management Team; ensuring that access to materials is enhanced through effective presentation and shelving of physical materials; continually reviewing collections to ensure that they continue to meet needs and Content Management policies in collaboration with Content Management Team
- Identify and pursue opportunities to be more involved within the neighbourhood and to seek ways of ensuring that the service, content, and programmes offered by the Libraries Division and the wider Community Unit continue to be highly relevant and of value
- Look to develop a series of community-led programmes and events e.g. preschool sessions, school holiday events, seniors' activities to complement library run programmes
- You will be representing the Palmerston North City Council in appropriate situations and actively promote council policies, programmes and events
- Understanding of Treaty of Waitangi principles and how they apply in the context of Libraries

- Experience in a customer-centric environment with a good understanding of the good application of Manaakitanga (hospitality) is essential
- Mentoring of your Community Library Service Guides to develop skills in all aspects of library and community work

Please note: Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required

Risk Management accountabilities for all employees

- **Council Policies and Procedures**: Ensure self and team comply with applicable council policies and procedures.
- **Environmental**: Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety**: Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation**: Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

Key Relationships
Internal:
- Libraries Division Team
- Community Libraries Team
- Customer Services Team
- Content Management Team
- Programmes Team
- Heritage Team
- Community Development Team
- Wildbase CET Arena Team

External:
- Key Library Stakeholders
- Customers / Patrons
- Vendors

Typical knowledge, skills, and attributes

Knowledge *(qualifications and experience)*
- A Library Qualification and relevant experience is essential
- Positive experience operating within the community and in a culturally appropriate manner
- Experience of managing/monitoring budgets
- Experience with Internet, online databases, and other technology
- Knowledge of managing community library collections and resources

Skills and Attributes
- Ability to communicate with a wide range of people from varying backgrounds in an effective, sensitive and professional manner (written, over the phone, and face to face)
- Ability to utilise technology to improve services
- Proven ability to manage appropriate promotions/programs/tours/events
- Proven outstanding customer services skills with the ability to understand the needs of a variety of customers
- Ability to think laterally, be innovative; and find creative solutions to issues with a willingness to take risks
- Proven effective networking skills

Usual Hours of Work

40 hours per week worked between Monday to Sunday. Some flexibility outside the usual hours and days of work will be required on an as required basis to assist with programmes.

Remuneration

- This role is graded at **GP5** on the Council's remuneration system, i.e. between **$53,707** (85%) and **$63,185** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of **3.0**% of base salary is available

Competencies

Core	
Service	Able to identify and understand customers' needs, find solutions, seek feedback and follows up on solutions.
Communication	Able to provide clear communication, seek clarification and communicate with a variety of people
Business ethics	Good understanding of and able to implement an ethical approach to work.
Information technology	Able to utilise the relevant computer packages used at Council

Role specific	
Professional Skills	Developed a body of professional knowledge reflected by an appropriate tertiary qualification and/or equivalent experience. Knowledge base is current and regularly updated and extended. Allocates and manages resources within area of expertise. Ability to interpret and work within relevant legislation.
Relationship Building	Able to build and maintain strong networks both internally and externally. Has an understanding of stakeholders' needs and the drive to deliver on commitments. Has understanding of underlying drivers at the group and individual level, and the impacts of diversity. Able to deal with and resolve conflict. Demonstrates understanding sensitivity to other groups and values diversity
Organisation Achievement	Pro-actively plans work cycle and identifies required resources and deliverables. Ensures that planning and action is aligned with the vision and direction of the organisation. Monitors and takes appropriate action to ensure goals and outputs are achieved. Reports regularly on progress. Seeks world class solutions to performance.
Team Work	Is an active and contributing team player. Models the standard for teams and teamwork. Understands team dynamics and is able to use these in building and developing teams.