



SHAPING AN
AWESOME
HAMILTON

Whakaahu Service Development Librarian

Customer and Community

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **Customer and Community group**. This group provides facilities and services that help create a safe, vibrant and inclusive city – community facilities, parks and recreation, customer services, City Safe, and resilience and regulatory services. Read on to find out more about the role.

What you will do

In this role, you will care for your portfolio area, as well as supporting the development of the wider suite of programming.

You will support and maintain effective relationships with the diverse Hamilton Community and the wider organisation.

| | |
|---|---------------------|
| Reports to | Ringa Tohu Hub Lead |
| Responsible for (total number of staff) | 0 |
| Delegation | \$0 |
| Budget | \$0 |

Key responsibilities

Some of the **key responsibilities** for this role include:

- Programmes and events are planned and delivered, aligned with the Libraries Strategic outcomes and to meet the diverse needs of the community.
- The community is engaged with to identify opportunities for new or enhanced programming.
- Partnerships that support programme delivery are identified, developed, and maintained.
- Overall attendance at Library events and programmes grows.
- Ongoing coaching and mentoring are provided to staff across the libraries service on development and delivery principles.
- Libraries staff understanding and capacity to deliver events and programmes improves and ideas for programming are harnessed from all teams within libraries.
- Appropriate and relevant community outreach programmes and services are created and delivered.

- The delivery of effective promotion and marketing for services, programmes and events.
- All requirements relating to Childrens Protection and Vulnerable persons act are met.

How you will do this

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

You bring to the role

- Knowledge of Tikanga Maaori and Te Tiriti o Waitangi.
- 3 years of relevant work experience, within libraries or a related sector.
- 3 years' experience in service or programme development.
- Highly developed interpersonal and communication skills with the ability to work effectively with a diverse range of stakeholders (internal and external).
- Experience in fostering and maintaining relationships to deliver on outcomes.
- Experience in managing and delivering projects and programmes.
- Excellent facilitation and presentation skills.
- The ability to plan lessons, set and assess learning outcomes.
- A knowledge of STEAM education and literacy in all its forms.

- The ability to work as rostered over a 7 day operation, including evenings, weekends and public holidays.

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: *This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.*