

POSITION DESCRIPTION

Position: Community Engagement Library Assistant

Team: Hastings District Libraries

Group: Community Wellbeing and Services

Responsible To: Community Engagement Team Leader

Responsible For: Nil

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora
Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki
Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

The role is a part of the Community Engagement Team and reports to the Community Engagement Team Leader.

Purpose of Position

This role is part of the Community Wellbeing & Services Group. The Group includes Hastings District Libraries; Splash Planet; Hastings City Art Gallery; Toitoti; Aquatics Hastings; Housing for the Elderly; Hastings Sports Centre; Flaxmere and Camberley Community Centres; Social & Youth Development.

The purpose of this position is to assist in the provision and delivery of library services by:

- Community engagement and promotion of library services
- Customer service and assisting with library operations

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

- Help promote library services and events:
 - Support outreach activities and events, from planning to delivery.
- Spread the word about library offerings:
 - Promote library services, collections, programmes, and facilities to the community.

- Create eye-catching displays:
 - Help research, design, and set up displays to showcase what the library offers.
- Connect with the community:
 - Talk to people to understand how the library can better meet their needs.
- Keep stakeholder info up to date:
 - Maintain accurate contact details and communicate regularly with schools and other groups.
- Assist with marketing and communication:
 - Help carry out marketing plans and share information about library events and services.
- Work with the team:
 - Support the Community Engagement Team in their projects and activities.

Important Functional Relationships

External

General public
 Books at Home clients
 School/ECE staff
 Stakeholders, local business,
 and organisations

Internal

HDC staff

Committees/Groups

Community organisations,
 agencies and forums
 Local clubs

Person Specification

Qualifications

- NCEA level 2 passes or equivalent

Knowledge/Experience

- Experience in a customer or community service role
- Ability to thrive in and positively contribute to a team environment
- Good oral and written communication skills
- Knowledge of tikanga Māori and understanding of the Treaty of Waitangi

Key Personal Competencies

- Proven skills in effective written and oral communication appropriate to all age groups
- Excellent time management and organisational skills
- Strong skills and confidence in using digital devices, software, and online platforms
- Ability to create appealing and current visual displays

Personal Attributes

- Ability to establish and maintain positive relationships with a diverse range of people
- High level of personal energy and flexibility
- Innovative and creative
- Highly motivated and the ability to cope with and initiate change
- Customer centred service ethic
- Personal resilience and a sense of humour
- Physically fit for the role – mobility, strength, energy and stamina