

## POSITION DESCRIPTION

**Position:** Library Assistant

**Team:** Hastings District Libraries

**Group:** Community Wellbeing and Services

**Responsible To:** Customer Experience 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.

## Purpose of Position

This role is part of the Community Wellbeing and Services Group. The Group includes Hastings City Art Gallery, Hastings District Libraries, Hastings Sports Centre, Aquatics Hastings, Opera House, Splash Planet, Flaxmere and Camberley Community Centres

The purpose of this position is to assist with the provision of customer service to users of the Hastings District Libraries by:

- Customer Service
- 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 lead responsibility are:**

- Providing assistance with queries including (but not limited to) reader's advisory. Reference and electronic resources.
- Library operations, issuing and returning items, shelving, enrolling new members, answering phone enquiries and provide computer/internet, faxing, scanning and photocopying assistance to customers
- Daily cash reconciliation and financial transactions
- Assist with public and safety, building and collection security
- Maintaining a welcoming, safe environment
- Assist with special programmes

**Important Functional Relationships**

External

Library Customers

Internal

Hastings District Council staff

Committees/Groups

Nil

# Person Specification

## Qualifications

- NCEA level 1 or equivalent

## Knowledge/Experience

- Customer service skills
- Experience working as part of the team
- General understanding of Libraries
- Basic IT competence

## Key Personal Competencies

- Ability to deal professionally with a range of people and situations
- Cash handling experience would be an advantage
- General good knowledge

## Personal Attributes

- Mature, professional and collegial attitude to work
- Commitment to providing excellent service
- Can do attitude
- Ability to take direction
- Ability to establish positive working relationships with other staff
- Physically fit for the role
- Good sense of humour