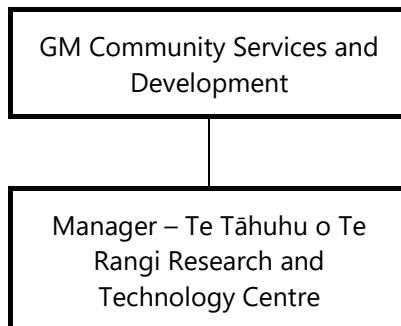


POSITION DESCRIPTION



Job Title:	Manager – Te Tāhuhu o Te Rangi Research and Technology Centre
Responsible To:	Group Manager - Community Services and Development
Responsible For:	Assistant Librarian, Library Assistants
Position Purpose:	<p>This job exists to:</p> <ul style="list-style-type: none">• <i>Lead and ensure the effective delivery of services and programmes to Opotiki District through Te Tāhuhu o Te Rangi Research and Technology centre</i>• <i>Shape and grow the Te Tāhuhu o Te Rangi - Research and Technology centre to be a true community hub for all</i>• <i>Provide effective line management including the coaching and mentoring of staff</i>
Date:	July 2022

ORGANISATION CONTEXT



IMPORTANT FUNCTIONAL RELATIONSHIPS

External

Residents and ratepayers
Council customers
Telephone customers
Various government agencies

Internal

All staff
Elected Members

KEY RESULT AREAS

The position of **Manager – Te Tāhuhu o Te Rangi Research and Technology Centre** encompasses the following functions or Key Result Areas:

Jobholder is accountable for	Jobholder is successful when
<p>Lead the delivery of modern library services that meet the needs of the community</p> <ul style="list-style-type: none"> • Te Tāhuhu o Te Rangi is a 'community hub' with a focus on local culture heritage and knowledge (Whakatōhea-tanga). • Te Tāhuhu o Te Rangi is inviting and engaging for all users • Te Tāhuhu o Te Rangi is a place to enjoy innovative learning experiences using a range of media and technology • Te Tāhuhu o Te Rangi provides programmes that foster shared knowledge and learning 	<ul style="list-style-type: none"> • Increased use of Te Tāhuhu o Te Rangi as a civic public space and a meeting place to share information, knowledge, and learning • Te Tāhuhu o Te Rangi provides safe, welcoming, attractive, and accessible facilities for customers to access a range of information services • Interactive exhibitions and learning opportunities enable customers to access knowledge and learning experiences using a range of technology platforms • Planning and delivery of individual and group programmes to customers that support learning, information literacy, the value of reading, libraries, and literacy.
<p>Lead and support the growth, promotion and utilisation of a range of services and learning opportunities including the establishment of mobile services</p> <ul style="list-style-type: none"> • Develop and implement a strategic plan providing a pathway on strengthening the newer aspects of Te Tāhuhu o Te Rangi • Ensure technology and new ways of learning, connecting, and sharing are incorporated into daily activities • Contribute to the logistics and ongoing delivery of the planned mobile services programme. 	<ul style="list-style-type: none"> • There is a vision and plan in place to strengthen the 'research and technology' aspects of Te Tāhuhu o Te Rangi • Broader council initiatives are incorporated and included in planning of Te Tāhuhu o Te Rangi service delivery • Te Tāhuhu o Te Rangi users report they have access and support to technology and learning opportunities which make a difference in their lives • The mobile services programme is supported and meets the needs of our rural / more isolated parts of our district.
<p>Ensure a high level of customer service is provided at all times</p> <ul style="list-style-type: none"> • Manaakitanga is embedded in all interactions with our community and Te Tāhuhu o Te Rangi is safe and welcome place for all • All customers and visitors to Te Tāhuhu o Te Rangi receive excellent service and support • Customers have the opportunity to feed into the planning of programmes • Te Tāhuhu o Te Rangi staff have the skills and necessary experience to meet the needs of customers and visitors to Te Tāhuhu o Te Rangi 	<ul style="list-style-type: none"> • Te Tāhuhu o Te Rangi users report positively on the service and support provided by staff • Any issues/complaints are appropriately and fairly dealt with in a timely way • A diverse range of programmes and events are delivered • Staff report feeling confident and capable of meeting user needs and queries • A range of media and other tools are used to actively promote resources and services to the district

<ul style="list-style-type: none"> The district is kept well informed of activity, news, and opportunities through a variety of mechanisms 	
<p>Staff and budget resources are managed effectively</p> <ul style="list-style-type: none"> Assist in preparation of budgets Programme and implement activities within budget Financial policies and processes are followed, and all reporting requirements are met within a required timeframe Review programmes and activities to ensure improvements in service performance and value of spend Staff are provided with regular opportunities to extend their skill set and experience Rostering of staff aligns with budget and service delivery needs. 	<ul style="list-style-type: none"> Annual budgets are developed, set, and adhered to Programmes and activities are completed within budget and meet financial requirements Agreed timeframes and reporting requirements met Any variances are appropriately justified and highlighted Service improvements identified and implemented. Staff training and professional development is planned and budgeted for Staffing levels meet the needs of Te Tāhuhu o Te Rangi and are within allocated budget
<p>Contribution to wider Council programmes and processes</p> <ul style="list-style-type: none"> Where appropriate participate in the development of Council planning processes including the development of the LTP Provide advice and guidance to ensure council programmes meet the needs of the Opotiki District Communities Te Tāhuhu o Te Rangi is used as a place to share and increase the communities understanding of the role of local government 	<ul style="list-style-type: none"> Actively participates in the development of Council plans, policies, and programmes Advice and guidance are provided to council teams to support the successful development and implementation of Council plans and programs Te Tāhuhu o Te Rangi users have the opportunity to learn and better understand the role of local government and what this looks like in Ōpōtiki Te Tāhuhu o Te Rangi users have the opportunity to engage to local government processes such as formal consultation and submissions
<p>Leadership</p> <ul style="list-style-type: none"> Positively and proactively leads the Te Tāhuhu o Te Rangi Team including providing ongoing mentoring, training, and coaching to staff Leads and maintains a strong focus on continuous improvement through effective planning, monitoring, and evaluation processes Works closely with the Office and Operations Manager to ensure the effective and efficient running of Te Tāhuhu o Te Rangi Participate fully in the performance management processes including working 	<ul style="list-style-type: none"> The Te Tāhuhu o Te Rangi team is positive, thriving and engaged in their work Continuous improvement is evident across the planning and delivery of services Processes and systems are in place which support the effective running and delivery of services of Te Tāhuhu o Te Rangi Performance appraisal completed and actioned for all staff Leave balances do not exceed 6 weeks, unless express approval is given by Chief Executive Professional networks are utilised

<p>with direct reports to develop, monitor and review work performance</p> <ul style="list-style-type: none"> • Manage leave balances. • Creates and maintains strong professional networks locally, regionally, and nationally 	<p>in increase skills, knowledge and seek advice and guidance as needed.</p> <ul style="list-style-type: none"> • Proactively seeks support and guidance from their leader
<p>Health & Safety</p> <ul style="list-style-type: none"> • Providing leadership and encouraging commitment in all work areas to health, safety, and well-being • Contribution to Council's policy, practice, and systems to ensure compliance with the legislation, regulations, approved codes of practice, information, guidance, and advice • A team health and safety culture which is proactive and constructive 	<ul style="list-style-type: none"> • Reporting of events, investigation of events and monitoring of work areas, including contractors and volunteers takes place according to Council's policies and practice • There is a culture of continuous improvement • Internal and external auditing outcomes are positive and complimentary.
<p>Personal Development</p> <ul style="list-style-type: none"> • Developing and maintaining professional knowledge and contacts. 	<ul style="list-style-type: none"> • Training is undertaken to maintain skills and qualifications relevant to the job
<p>Civil Defence</p> <ul style="list-style-type: none"> • Undertaking necessary training to ensure preparedness for Emergency Management. 	<ul style="list-style-type: none"> • Support is provided during an emergency.

Other duties expected of position holder:

Undertake any other duties and functions as may be requested of you by your manager.

Note:

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

PERSON SPECIFICATION

- Tertiary qualification in Library Studies or equivalent with three years relevant library experience
- Planning and project management experience
- Experience managing and growing teams
- A strong understanding of the varying needs of a community such as Opotiki and the role Te Tāhuhu o Te Rangi plays in meeting/addressing these needs

Key Job Competencies

- Customer focused: excellent customer service skills including the ability to support others to extend their skills in this space
- Communication: Communicates clearly and constructively both verbally and in writing.
- Information retrieval: Highly skilled in using electronic resources with the ability to transfer knowledge
- Networking: actively engages with relevant professional networks locally, regionally, and nationally
- Working collaboratively: works effectively in a team environment, shares knowledge, devotes energy to achieving team goals
- People management: lead, manage and coach staff to attain organizational goals and individual success. Expectations are effectively articulated and managed
- Planning and self-management: ability to manage and complete multiple tasks effectively and within agreed timeframes
- Problem solving good judgement to make sound decisions within agreed guidelines
- Understanding of empowerment through learning, information literacy and sharing of knowledge in a library context
- Ability to present to groups and individuals

Manager

Date

Position Holder

Date