



Job description

Title	Family History Specialist
Number	[Position number]
Group	Regulatory & Community Services
Division	Community Hubs, Arts, Heritage & Events
Reports to	Team Leader: Heritage & Research
Direct reports	N/A
Date	26/03/2026

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to provide in-depth research assistance to customers seeking specialist help with family history research and whakapapa. And to promote the taonga/history of Tauranga Moana through preservation of and access to the library archive and research resources.

Key outcomes

The library's family history resources are utilised and promoted.	<ul style="list-style-type: none">• Co-ordinate and respond to customer research enquiries, providing particular support for genealogy and whakapapa research through regular drop-in sessions and one-on-one research support sessions.• Manage the family history collection in the Central Library to achieve a high level of access with support for e-resources where available.
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	<ul style="list-style-type: none"> • Monitor current collection use to understand community needs and to optimize future collection use. • Promote the public use of the collections through a variety of channels and activities including online engagement, displays, readers' advisory, public events, community engagement and communications. • Collaborate with specialist groups including the NZ Society of Genealogists and volunteers.
Library users experience a high level of customer service and access the collection with ease.	<ul style="list-style-type: none"> • Train library staff and customers in the use of tools and resources to efficiently and effectively navigate the family history collections. • Provide in-depth research assistance (in person and through all other channels) to customers on accessing and retrieving information from the heritage and research collections, digital library and external information sources. • Support the description, arrangement and digitisation of the heritage collections. • Ensure consistency of service, professionalism and display initiative to resolve customer queries with solution focused responses from the first point of contact using customer service principles.
The service the library provides better the community.	<ul style="list-style-type: none"> • Contribute to the successful delivery of library services through active and constructive participation in the Library Team. • Display and encourage customer-focussed behaviour consistent with the relevant Customer Experience Strategy.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
<ul style="list-style-type: none"> • Bachelor's degree, preferably in History, Māori Studies, Information & Library Studies or equivalent. • Proven experience working with library research collections and genealogy/whakapapa resources, and expertise in heritage, copyright and privacy legislation.

Here to make Tauranga better

WHANAKE TE TAI

Here to make Tauranga better



WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections