



Tauranga City

Job description

Title	Assistant Library Community Hub Leader (Tauranga, Greerton, Mount Maunganui Mobile, Papamoa)
Number	100481, 101293, 100483, 100480, 101081, 100482, 102146
Group	Regulatory & Community Services
Division	Community Hubs, Arts, Heritage & Events
Reports to	Library & Community Hub Leader
Direct reports	N/A
Date	07/12/2023

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 support the Library Community Hub Leader in the development and provision of a customer focused community hub experience.

Key outcomes

The Library Community Hub teams are supported, developed and enabled to deliver successful services.	<ul style="list-style-type: none">• Support the successful delivery of library and assistance to Council services.• Demonstrate a strong customer service ethic and set clear expectations for your team to deliver outstanding customer service.• Assist Library and Community Hub Leader by undertaking management of the team in their absence as per the roster.
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	<ul style="list-style-type: none"> • Prepare and manage rosters to ensure adequate resourcing to support customer service patterns and events, and to ensure staff hours and leave are managed appropriately. • Assist the Library and Community Hub Leader to train and develop staff.
<p>The Library Community Hub is welcoming and safe and provides excellent service to the community.</p>	<ul style="list-style-type: none"> • Support the identification, development, and implementation of improvements to service delivery to enhance the customer experience. • Support the team leader with responsibility for health and safety requirements including risk reviews and event investigations. • Ensure processes are followed, and training is in place, to successfully manage and resolve customer enquiries and complaints. • Support the team to de-escalate and manage customer disputes and aggressive customers. • Act as the person responsible for a council facility in the absence of the Library Community Hub Leader.
<p>Customers receive accurate information and resolution of enquiries.</p>	<ul style="list-style-type: none"> • Assist the Community Hub Leader to ensure that the team is equipped to provide information to customers about, community engagement, bylaws, policies, and procedures across a range of Council activities. • Create accurate service requests to other council departments to ensure customer queries are responded to as per service level protocol. • Ensure customers are confident and know and understand next steps when enquiries or requests are referred. • Ensure a range of council systems are used to access, retrieve, and record information. • Utilise a range of communication tools to liaise with wider TCC departments.
<p>The community enjoys life-long learning through Library programmes and services.</p>	<ul style="list-style-type: none"> • Assist with the delivery of library programmes to specific customer groups, e.g. children, youth, older adults. • Promote programmes and events and assist with bookings. • Provide readers advisory to enable customers of all ages to find reading material and promote library collections.

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">• Qualification at diploma level in Library Studies, Information Management, Business or similar.• 3+ years' experience in library, customer service or community role.• Excellent communicator.• Calm under pressure.

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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