



Job description

Title	Library & Community Hub Leader: He Puna Manawa
Number	100464
Group	Regulatory & Community Services
Division	Community Hubs, Arts, Heritage & Events
Reports to	Team Leader: Library & Community Hubs – He Puna Manawa
Direct reports	Library & Community Hub Assistant, Relief Advisor, Receptionist
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 lead and facilitate the development and provision of a customer focused community hub library experience and the successful delivery of library and council services

Key outcomes

The Library & Community Hub team is supported, developed and enabled to deliver.	<ul style="list-style-type: none"> • Lead the successful delivery of library and assistance to council services. • Provide leadership, support and development for your team. • Demonstrate a strong customer service ethic, and set clear expectations for your team to deliver outstanding customer service. • Guide, develop and mentor staff.
The Library & Community Hub is welcoming and safe and provides excellent service to the community.	<ul style="list-style-type: none"> • Manage health and safety and other legislative requirements. • Promote positive team well-being.

	<ul style="list-style-type: none"> • Ensure the team has the skills and training to successfully resolve customer enquiries including de-escalating aggressive customers and customer disputes. • Develop positive relationships with customers and TCC staff. • Act as the person responsible for a council facility.
Customers receive accurate information and resolution of enquiries.	<ul style="list-style-type: none"> • Lead the development of improvements to the customer experience. Ensure customers are served promptly, positively and professionally. • Ensure the team is equipped to provide information about community engagement, bylaws, policies, and procedures across a range of Council activities, including utilizing a range of council systems and communication tools
The Library Community Hub team delivers positive outcomes for the community.	<ul style="list-style-type: none"> • Ensure facility spaces are safe, welcoming, and accessible environments. • Facility spaces are activated by programmes and events for the community.

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"> • Relevant tertiary qualification in Library Studies, Information Management, Business Management or similar. • Five years' experience in leading a Library or customer service center. • Experience in coaching employees and resolving operational issues.

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