

## Your Position

<b>Your job</b>	<b>Library Assistant Kaiāwhina Whare Pukapuka</b>
<b>Your group</b>	<b>Community &amp; Partnerships</b>
<b>Your team</b>	Library Client Services
<b>Your manager</b>	Manager Client Services, Desiree Flaws
<b>Your base</b>	Porirua

## What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

### Our strategic priorities are to:

- Invest in 3 waters infrastructure and catchment restoration
- Proactively respond to the climate crisis
- Advocate for and provide a safe, healthy and thriving community; and
- Put our children and young people at the heart of the city

### How we work together:

- Whakakotahi - Team up  
Mā te mahi tahi e puta ai he hua ki tō tātou hapori  
Together we make a difference for our community
- Mahi Atamai - Work smart  
Ka whakapātari i a tātou anō kia pai ake ai ngā hua  
We challenge ourselves to do things better
- Whakatinanatia - Make it happen  
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga  
We use our energy and skills to get things done

## Your team's purpose

Community & Partnerships purpose is to:

- lead Council's strategic initiatives that support and manage business and commercial growth
- strengthen strategic relationship management for Council and maintain oversight of the partnership with Ngāti Toa Rangatira
- lead the Council's partnership approach with key stakeholders and community groups
- deliver community services, including library, recreation and cultural services
- coordinate and promote the democratic processes of the Council.

## Your purpose

The Library Assistant's role is to:

- assist in the delivery of library services to the users of Porirua Libraries through a customer service approach to assisting with the processing of library materials and general enquiries at the public desk

## Who you'll be working with

Your direct reports	<ul style="list-style-type: none"><li>• None</li></ul>
Your indirect reports	<ul style="list-style-type: none"><li>• None</li></ul>
External people and groups	<ul style="list-style-type: none"><li>• Members of the public and community organisations</li><li>• Industry groups</li></ul>
Internal people and groups	<ul style="list-style-type: none"><li>• Executive Leadership Team, managers and staff at all levels of the organisation</li></ul>

## Your responsibilities

What you'll do	How you'll do it
Operational Delivery	<ul style="list-style-type: none"><li>• Contribute to the delivery of outstanding library services by providing welcoming, prompt, and helpful customer service</li><li>• Circulation duties, including issuing and returning items, processing reservations, shelving and shelf tidying.</li><li>• Respond to basic reference enquiries and refer others to subject specialists</li><li>• Process cash receipting to council standards</li><li>• Process membership enquiries, applications, and records</li><li>• Assist customers using the library's free internet and word processing service</li><li>• Contribute to the running of the library's 'book club in a bag' scheme through book selection and stock maintenance</li><li>• Answer incoming calls and emails from customers</li><li>• Relieve at branch libraries as required</li></ul>
Relationship Management	<ul style="list-style-type: none"><li>• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive</li></ul>

Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Willingly undertake any duty required within the context of the position</li> <li>• Adhere to our Code of Conduct</li> <li>• Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event</li> </ul>
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## Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> <li>• Previous library experience or an interest in customer service roles</li> <li>• A welcoming approach and experience providing great customer service</li> <li>• A methodical and conscientious approach to work</li> <li>• Good computer skills</li> <li>• The ability to prioritise workloads and the ability to be self-motivated</li> <li>• The ability to work as a functioning member of a team</li> <li>• Understanding and commitment to health and safety in the workplace</li> <li>• Understanding and commitment to diverse workplaces</li> <li>• Understanding and commitment to the Treaty of Waitangi and bicultural issues</li> </ul>
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Last updated April 2023



Porirua City Council supports an inclusive & welcoming environment & is a member of Diversity Works.