

Your Position

Your job	Library Supervisor (Week days) Kaitiaki Whare Pukapuka
Your group	Community & Partnerships
Your team	Library
Your manager	Manager Client Services, Sarah Smith
Your base	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:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our 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

Library's purpose

Porirua City Libraries' purpose is to:

- provide a range of library services, collections, and spaces to the residents of Porirua City that support the community in relation to literacy, knowledge, information, research and study, recreation, and leisure activities

Your purpose

The Library Supervisor's role is to:

- assist the Client Service Manager in delivering quality customer service to users of the City Centre Library;
- develop and lead a customer centric team of Library Assistants and Shelves.

Who you'll be working with

Your direct reports	<ul style="list-style-type: none">• Library Assistants (PP) (5)• Library Shelver (PP) (1)
Your indirect reports	<ul style="list-style-type: none">• Other Library staff rostered to the circulation desks at City Centre Library.
External people and groups	<ul style="list-style-type: none">• Government, public organisations and business• Members of the public and community organisations• Tourism industry• Iwi• Other local authorities• Contractors, consultants and suppliers• Industry groups
Internal people and groups	<ul style="list-style-type: none">• Managers and staff at all levels of the organisation

Your responsibilities

What you'll do	How you'll do it
Leadership and Management	<ul style="list-style-type: none"> • Manage the Library Assistants and Shelvees to achieve results by setting performance expectations, providing guidance and development, monitoring individual and team performance and providing constructive feedback and support when required. • Ensure the efficient running of frontline library services through staffing management, roster development and to do day oversight • Manage the induction processes for new staff at City Centre Library and support the upskilling and capability of existing staff through training initiatives and innovation. • Actively participate as a member of the Library Management team.
Operational Delivery	<ul style="list-style-type: none"> • Supervise the City Centre Library public facing circulation functions • Management of assigned library collections • Rostering and training staff carrying out public facing circulation functions • Develop and review processes for managing situations and identify trends that impact the customer experience • Oversight of cash handling • Act as backup to the Client Services Manager role
Relationship Management	<ul style="list-style-type: none"> • Establish and maintain relationships with key stakeholders and business and industry groups • Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive
Corporate Responsibilities	<ul style="list-style-type: none"> • Build commitment of our vision, strategic directions, values and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event

Your skills, experience and qualifications

It's essential that you:	<ul style="list-style-type: none">• hold a New Zealand recognised library qualification• have a passion for growing and empowering individuals to drive performance, and the ability to lead staff to provide a level of customer service that is exemplary• have experience providing an excellent customer experience in a library environment• have some experience working with people as a leader and influencer- but not necessarily as a direct manager• Have a flexible approach, commitment to customer experience and natural ability to relate well to people of all ages and backgrounds• have excellent communication skills and are well organised, have strong problem solving skills and a passion for making things tick• are experienced at combining various strengths in your team with processes to create successful operational outcomes• Understanding and commitment to health and safety in the workplace• Understanding and commitment to diverse workplaces• Understanding and commitment to the Treaty of Waitangi and bicultural issues
It'd be great if you also have:	<ul style="list-style-type: none">• Experience of directly managing staff in a library environment• Experience in developing and managing library collections

Last updated March 2025



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