

Your Position

Your job	Library Digital Services Officer Āpiha Ratonga Matihiko Whare Pukapuka
Your group	Community & Partnerships
Your team	Libraries
Your manager	Manager, Client Services
Your base	Council Premises within 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 Digital Services Officer's role is to:

- focus on the Digital Inclusion of Porirua Library patrons by supporting and assisting job seekers and learners – including digital literacy.
- develop library digital programs and services focused on helping the users of Porirua Libraries in digital skills, job seeking, and interaction with government agencies
- provide training of library staff in library provided digital products and services

Who you'll be working with

Your direct reports	• None
Your indirect reports	• None
External people and groups	• Members of the public and library users • Community organisations • Government agencies
Internal people and groups	• Executive Leadership Team, managers and staff at all levels of the organisation

Your responsibilities

What you'll do	How you'll do it
Operational Delivery	You will be responsible for helping library patrons with: • Basic computer skills, Internet searching, completing online forms, searching for jobs online and CV writing Smart phone or tablet upskilling, setting up and using email, desktop applications for beginners, social networking (e.g., Facebook), and using NZ government online services. • Library Apps for eBooks, magazines and newspapers, library online resources • Front desk customer service • Creating and delivering training events and workshops for library online products and general digital literacy. • Selection and curation of appropriate online resources to support digital inclusion of library patrons. You will be responsible for helping library staff with: • Training in the use of library digital products and services
Relationship Management	• 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	• 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 have:	• Ability to work with a wide range of people in a training environment. • High level skills in information technology and software including Microsoft Office suite, web-based systems and products, and a willingness to embrace emerging technologies • Ability to set work priorities, manage time, plan, and organise own work and where appropriate that of others, within a busy environment • Ability to use written and verbal communication so that others will understand • Proven ability to work independently as a constructive and flexible team member. • High level of problem solving and intuitive. • This is regarded as a core position under the Children's Act 2014 and is subject to safety checking • 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:	• Library Qualification. Minimum – Diploma in Information & Library Studies (Level 5 of the Bachelor of Applied Science) or equivalent • Knowledge of digital and technical services for public libraries would be an advantage. • Current New Zealand Driver's licence

Last updated October 2025



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