Host | Pou Tiaki

Neighbourhood Hubs & Library Services, Neighbourhoods & Communities

Reports to: Pou Whakahaere Pokapū Hapori

Location: Based at one location with the flexibility to work across all sites from time to time

Date: August 2023

Purpose of the role:

The purpose of this position is to deliver customer-centric services that are responsive to the community's needs, optimise our spaces for community use and increase awareness of and engagement with community regarding wider council services.

The role will provide customers with positive experiences of library collections, arts and culture, aquatics services, technology, programmes, and events, in all locations and at all times.

Our purpose

Ko tō tātou he wāhi whai hua ki hōna tāngata - Our city where everyone thrives

At Hutt City Council we are committed to working together to create a connected, resilient and inclusive city of Lower Hutt Te Awakairangi, where all our people thrive.

As connectors, creators and leaders, we are supporting our neighbourhoods to become the architects of their future. Knowing that the work you do is meaningful and making a difference for generations to come is a great feeling.

Hutt City Council is a place you'll feel proud to be part of.

Our values



Manaakitanga *Show you care*
We are helpful, compassionate, do good and willingly give our attention.



Kotahitanga *Be Connected*
We seek and appreciate different perspectives, communicate effectively, share our knowledge and skills, and make valuable contributions that our colleagues appreciate.



Rangatiratanga *Have Courage*
We are ambitious, we explore new things, we do the right thing even if it's hard and we deal with issues directly and positively.

Our core capabilities

Our Capability Framework provides a common understanding of the capabilities, behaviours and ways of working needed to contribute to council's success. Our core capabilities are;

Toa Taumata Rau
Work as One Council

He Tātai Muka
People & Performance Focus

He Rangi tā Matawhānui
Open & Adaptable

Te Ringa Tōhau Nui
Business sense

Kāpuia Te Kākaho
Customer & Community Focus

Te Pae Tawhiti
Future Aware

Within each capability are the skills, knowledge, and behaviours that are expected to be demonstrated, depending on the level of the role.

You can find the full capability framework at **careers.huttcity.govt.nz/home**

The level of capability required for this role is:

☒ Foundational ☐ Intermediate ☐ Advanced

About the role

Front line services	Provide high quality, welcoming frontline service to all customers, answering general and membership enquiries. Providing advisory services as it relates to the facility, and city-wide services. Ensure adequate knowledge is known of all systems and software used in the facility. Apply all policies and processes to ensure consistent customer focused services are provided at all times. Undertake training as required in accordance, with support and guidance provided by the Pou Whakahaere Pokapū Hapori and/or Library Services team. Deliver Council services and/or facilitate a satisfactory outcome for any Council related customer query. Undertake tasks to ensure the facility is safe and secure at all times. This includes ensuring all Contractors follow the correct sign in & sign out procedures, taking appropriate actions to resolve customer issues before escalation occurs, ensuring staff presence at all times throughout the facility and immediate reporting of incidents and hazards. Maintain a high level of knowledge of Council; its functions, staff and services.
Facility operations	Provide high quality back-of-house processes to support day-to-day administration and front line services and identify and communicate opportunities for service improvement. Assist with the set-up and pack down of programmes and events, including ensuring equipment is in place and properly configured (e.g., technology, seating and spatial layout). Assist the site lead to ensure the facility and equipment is well maintained, and bookings operate efficiently and effectively. This may include from time to time small maintenance jobs and cleaning. Work with colleagues to ensure the spatial layout and physical presentation of the facility is inclusive, accessible and relevant to community needs at all times. Prepare and produce collections, programmes and events, promotional materials and displays, with guidance and support from specialist staff.

Cultural inclusiveness	Embracing biculturalism and cultural diversity. Provide feedback to manager to ensure community engagement programmes are inclusive to a wide range of groups.
Collections, programmes and events, promotions and other services	Contribute to the planning, design and continuous improvement of programmes and events, and deliver specific programmes and events as required, with support from the Pou Whakahaere Pokapū Hapori, Library Services team and Connected Communities team. Develop and maintain knowledge of library collections and resources available for customers with guidance and support from the librarians. Undertake shelf-checking and shelving of library resources and assist with clearing and tidying the library.
Event/Programme support (site dependent)	Ensure all events and are well supported and run smoothly including set up, during & pack down. Assist in relocation or repositioning, setting up and packing down of equipment as needed. When required perform housekeeping/health & safety briefing to external event coordinators/hirers on arrival. Always be available to assist centre users with any reasonable needs or requirements.

Portfolios (Site dependent)	Develop and maintain a sound knowledge of:
	• Community
	  ○ Tamariki, rangatahi & kaumatua
	• Recreation and Health
	  ○ Sport & wellbeing
	• Arts and Culture
	  ○ Visual & performance
	• Library
	  ○ Resources, collections, programmes & access to services

Leadership of Self	Seek to understand how your work contributes to our organisational priorities. Role model Council's culture, values and core capabilities. Proactively look for ways to support our people to be and do their best. Take a 'one council' approach to teamwork.

	Have awareness of Te Tiriti o Waitangi and how this applies in a Local Government context. Demonstrate and promote the use of reo Māori and other languages and customs in all that you do.
Planning	Understand and contribute to team short term and long-term strategies and plans.
Customer experience	Contribute towards providing positive internal and external customer experiences.
Stakeholder engagement	Build and develop effective relationships, proactively engaging with others in a positive manner.
Navigating change	Be open to changes in the way we work, the tools we use, the way we structure ourselves and the mahi we do in order to continue to meet Council and Community needs. Ask questions and participate positively during times of change, supporting others to do the same.
Continuous Improvement	Collaborate across team, council and with our partners to explore opportunities for continuous improvement. Champion new and innovative ways of thinking. Identify, recommend and aid in the implementation of improvements to existing systems and procedures.
Financial acumen	Protect council's reputation by following policies and making good choices on how to use council owned equipment, vehicles and office supplies.
Risk management	Identify risks and hazards and escalate appropriately.
Emergency Management	Actively contribute to and participate in any training, hazard identification and/or risk management and emergency response activities relevant to the role ie: floods, slips and other weather or natural event preparedness.
Health, safety and wellbeing	Actively participate in health and safety activities to create a safety culture based on continuous improvement. Participate in wellbeing activities. Prioritise health, safety and wellbeing to ensure we have the appropriate resources, skills and support for staff to work safely.

About you

Essential	Prior experience in a customer service environment. Excellent customer service skills. Confidence dealing with a wide range of customer groups. Computer literacy skills. An interest in library and information services.
Desired	A good understanding of library services, programmes and events, collections, library management systems (LMS) and their relevant modules, including effective use of the library catalogue. Understands and applies Libraries policies.

Key relationships and delegations

Number of people reporting you	0
Total number of people within your delegation	0
Operating budget	$0
Capital budget	$0
Core partnerships	**Internal:** Neighbourhoods and Communities Group colleagues and wider Council staff **External:** Community members

Being a Public Servant in Local Government

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

By choosing to work at Hutt City Council, you're making a commitment to abide by the Local Government Act 2002 and subsequent Amendment Act 2010. For more information on these acts please visit: www.legislation.govt.nz and localcouncils.govt.nz

Te Tiriti o Waitangi

Council affirms Te Tiriti o Waitangi as the founding document of Aotearoa and is committed to ensuring Te Tiriti Principles of partnership, protection and participation underpin activities pursuant to the purpose and objectives of Council as they relate to our working environment.

The responsibilities in this role description may change over time due to the nature of our work and to ensure we continue to meet the needs of our community. You may also be required to perform additional duties from time to time. No significant changes to this role description will be made without consultation and agreement by you.