

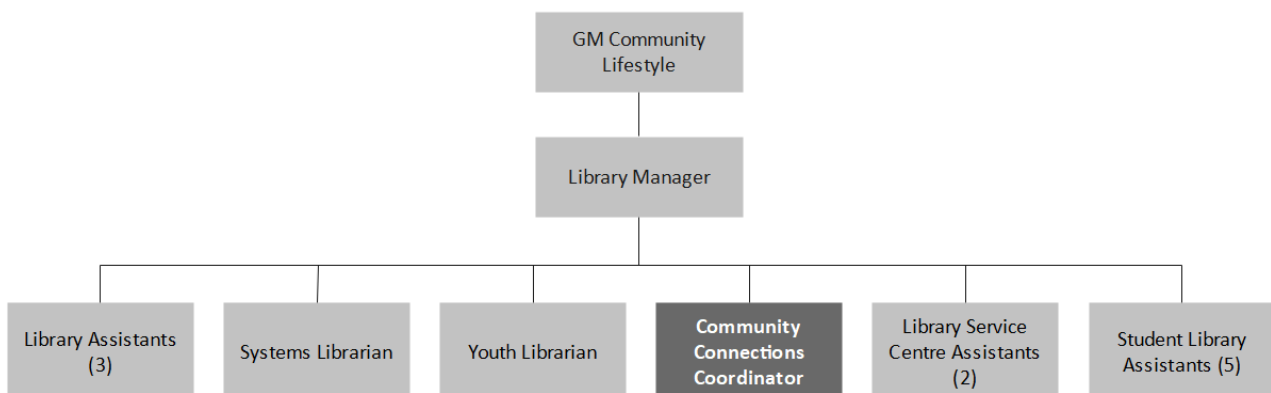
POSITION DESCRIPTION

Job Title:	Community Connections Coordinator
Department:	Community Services
Responsible to:	Gore Libraries Manager
Responsible for:	Developing, planning, and delivering professional library services including programmes and events to communities. No staff report to this position.
Date:	July 2024
Position Holder:	
Hours:	Full-time, 37.5 hours per week, with evening and weekend as rostered. Including a late night every Wednesday night.

Purpose

The role of the Community Connections Coordinator (CCC) is to develop, plan and deliver professional library services including programmes and events to communities within the Gore District. The CCC will facilitate and grow connections within the community. They will extend the library customer base by increasing awareness of our library services. The CCC will also provide excellent customer experience across the library and the community.

Organisation Context



Functional Relationships

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/Lead	Deliver to
Internal	GM Community Services		✓		✓		✓
	Gore Libraries Manager	✓	✓	✓	✓		✓
	Departmental Staff	✓	✓	✓	✓		✓
	Other Council Staff		✓		✓		✓
External	Members of the Public	✓	✓	✓	✓	✓	✓
	Vendors	✓	✓	✓	✓	✓	✓

Key Results Area

The position objectives of the Community Connections Coordinator encompass the following areas:

- Community Engagement
- Communication
- Stakeholder Management
- Customer service
- Other duties

The requirements in the above Key Results Area are broadly elaborated below.

What you will do to Contribute	As a result, we will see
<p>Community Engagement</p> <ul style="list-style-type: none"> • Using a strategic framework design deliver programmes and activities that meets the literacy, educational, cultural and social needs of our community. Including but not limited to children, youth, newcomers and elderly. • Using a strategic framework assess the Gore District Libraries' current programming to make sure it meets the needs of our communities. • Be confident in how to use technology and the ability to teach others. 	<ul style="list-style-type: none"> • A broad range of activities and programmes are delivered with good attendance that meets the needs of our communities. • Work with the Library Manager to develop a strategic framework and use it to assess the community's needs. • Community feels well supported when bringing technology related questions to the library. • Reports are written to a high standard and meet deadlines.

<ul style="list-style-type: none"> • Keep statistics and write reports on programming and events for the Library Manager. • Where possible grant funding is applied for to help with costs of programming and events. • Co-ordinate visiting authors, artists, and schools. • Maintain and run the meeting room diary. Oversee the meeting room space. 	<ul style="list-style-type: none"> • Applications are in on time and reporting requirements are met. • Visitors feel welcome and any setup is done in time for visitors. • Diary is kept up to date, invoices completed. Ensure meeting room is kept tidy.
<p>Communication</p> <ul style="list-style-type: none"> • Library social media channels and library newsletter are managed including creating content. • Keep the library website up-to-date. • Working with the Council's Communications team to ensure Library programmes, events and services are promoted to the community to a high standard. 	<ul style="list-style-type: none"> • Social media channel information is relevant and engaging. Professional standards are met. Newsletter delivered on time. • Library website will have relevant events and activities displayed. • Content is timely, and accurate and meets corporate and Library brand and style guidelines. • Content adheres to good design principles • Social media content is cohesive and tailored to the correct channel and audience • Content regularly utilise the use of Te Reo accurately. • Marketing material is out at least two weeks prior to an event or an activity.
<p>Stakeholder Management</p> <ul style="list-style-type: none"> • Collaborate internally and with external parties to deliver activities and events inside and outside the library. • Maintain strong connections with all stakeholders including but not limited to 	<ul style="list-style-type: none"> • Activities and events run smoothly with a range of stakeholders. • Close liaison with stakeholders is maintained and professional.

<p>schools, ECEs, businesses, community groups, and not-for-profit organisations.</p>	
<p>Customer Service</p> <ul style="list-style-type: none"> • Complete shifts as rostered, including sole charge (weekends and evenings in Gore, Mataura as required); and supervise student assistants as required. • Provide excellent customer service to library customers. • Maintain the tidy appearance of the library. 	<ul style="list-style-type: none"> • Shifts will be completed following library procedures. Flexibility will be shown for late-night and weekend work. Student assistants will feel supported. • Items will be issued and returned correctly, customer queries answered, members signed up, actioning reserves and assisting with photocopying and printing. Ensure cash transactions and receipting is accurate. Assist customers to use software on library computers, personal laptops and handheld devices. Manage internet and computer demand. Monitor customer behaviour and take appropriate action to maintain a safe and pleasant library environment for all. • Books are shelved, tidied, and empty book displays are filled. Rubbish picked up, chairs pushed in, fountain clear of water, messy toilets locked in for the cleaner to attend to.
<p>Other Duties</p> <ul style="list-style-type: none"> • Be an active, positive team member. • Participate in trainings and meetings. • Any other duties as assigned by the Library Manager 	<ul style="list-style-type: none"> • Actively and effectively participate in a wide range of library duties. Support other library staff in a spirit of co-operation. Be proactive in implementing agreed innovative improvements. Support all library promotional activities. • Participate in meetings, working groups and training as required. This may involve travel outside Gore and outside 'normal' hours. Maintain personal and professional development to meet the changing demands of the job. Take personal responsibility for keeping up with what is happening in the library profession, particularly in relation to current technologies trends.

	<ul style="list-style-type: none"> Duties completed as needed to support the team like shelving, resource preparation, extra desk shifts.
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Financial Responsibility

	YES	NO
Controls a budget		✓

Person Specification

Experience and knowledge

Essential:	Desirable:
A bachelor's degree in a relevant field or experience	Experience working in a library.
Experience with social media and creating content for social media and newsletters	
Confident running events and activities	
Proficient in G-suite and Office 365	
Solid experience with Android and Apple devices.	
Experience teaching people how to use technology	
Experience with data collection and report writing.	
Full Class 1 Drivers Licence	

Specific Skills

- Excellent written and oral communication skills, with the ability to relate to a wide range of people from varied backgrounds.
- Innovative with creative problem-solving skills
- Can successfully manage and deliver small projects.
- A drive for constant learning
- Excellent time management skills
- Knows how to build and maintain strong relationships with stakeholders

Personal Attributes

- A team player
- Enthusiastic
- Uses their initiative and has confidence in their decision-making.
- Is confident, enthusiastic, and self-motivated.
- Flexible and adaptable
- Has a keen eye for details
- Maintains a well-groomed and professional appearance

Civil defence

To take part in civil defence training programmes and exercises in order that the officer is able to assist effectively in a civil defence emergency. Training will be provided.