

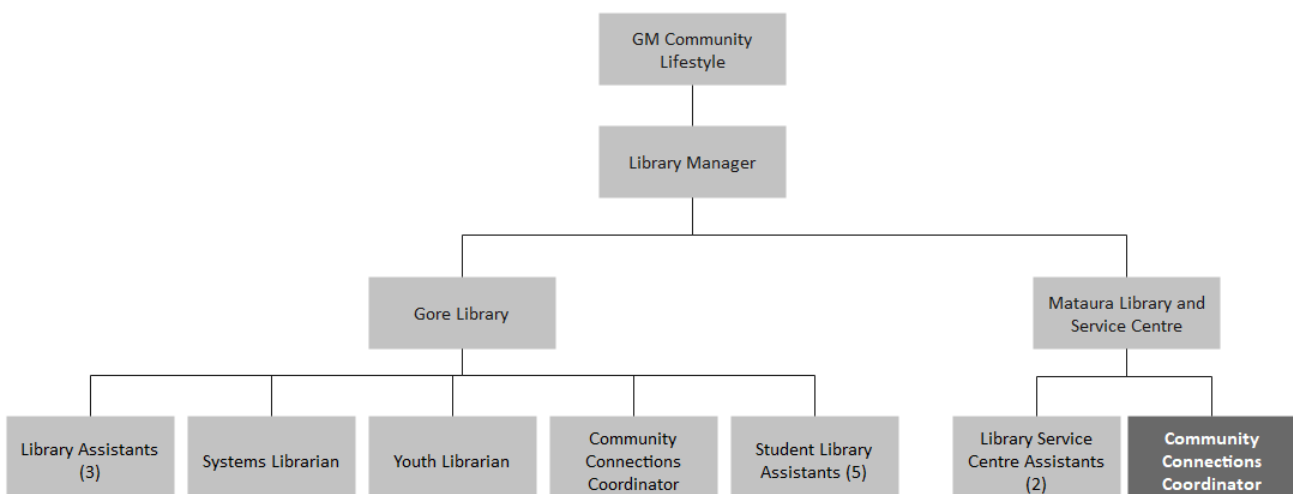
POSITION DESCRIPTION

Job Title:	Community Connections Coordinator
Department:	Community Services
Responsible to:	Gore Libraries Manager
Responsible for:	No staff report to this position.
Date:	July 2024
Position Holder:	Vacant
Hours:	Based in Mataura, 24 hours per week term time and 34 hours per week during school holidays. Flexibility is required around events on weekends.

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. This role is based in Mataura Library and Service Centre.

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. • Keep statistics and write reports on programming and events for the Library Manager. 	<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"> • Where possible grant funding is applied for to help with costs of programming and events. • Co-ordinate visiting authors, artists, and schools. 	<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.
<p>Communication</p> <ul style="list-style-type: none"> • Library social media channels and library newsletter are contributed to. • Marketing material is created and displayed 	<ul style="list-style-type: none"> • Social media channel information is relevant and engaging. • Marketing material is created at least two weeks before an activity and event to a high standard and displayed and distributed through-out the community.
<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: schools, ECEs, businesses, community groups and not-for-profit organisations. 	<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>Customer Service</p> <ul style="list-style-type: none"> • Complete shifts as rostered, including sole charge. • 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.

	<ul style="list-style-type: none"> Books are shelved, tidied, and empty book displays are filled. Rubbish picked up, chairs pushed in, messy toilets locked in 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 Maitua 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. Duties completed as needed to support the team like shelving, resource preparation, extra desk shifts.

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

Te Tiriti

As an organization, we recognize the significance of Te Tiriti o Waitangi (the Treaty of Waitangi) in shaping Aotearoa New Zealand. We are committed to honouring its principles in our work environment.

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.