

# Position Description

## Position Title

**Libraries Team Leader - Community & Culture**

## Location

Rangiora Library

## Contract Type

Permanent

## Date

July 2026



## Department

Community & Recreation



## Unit

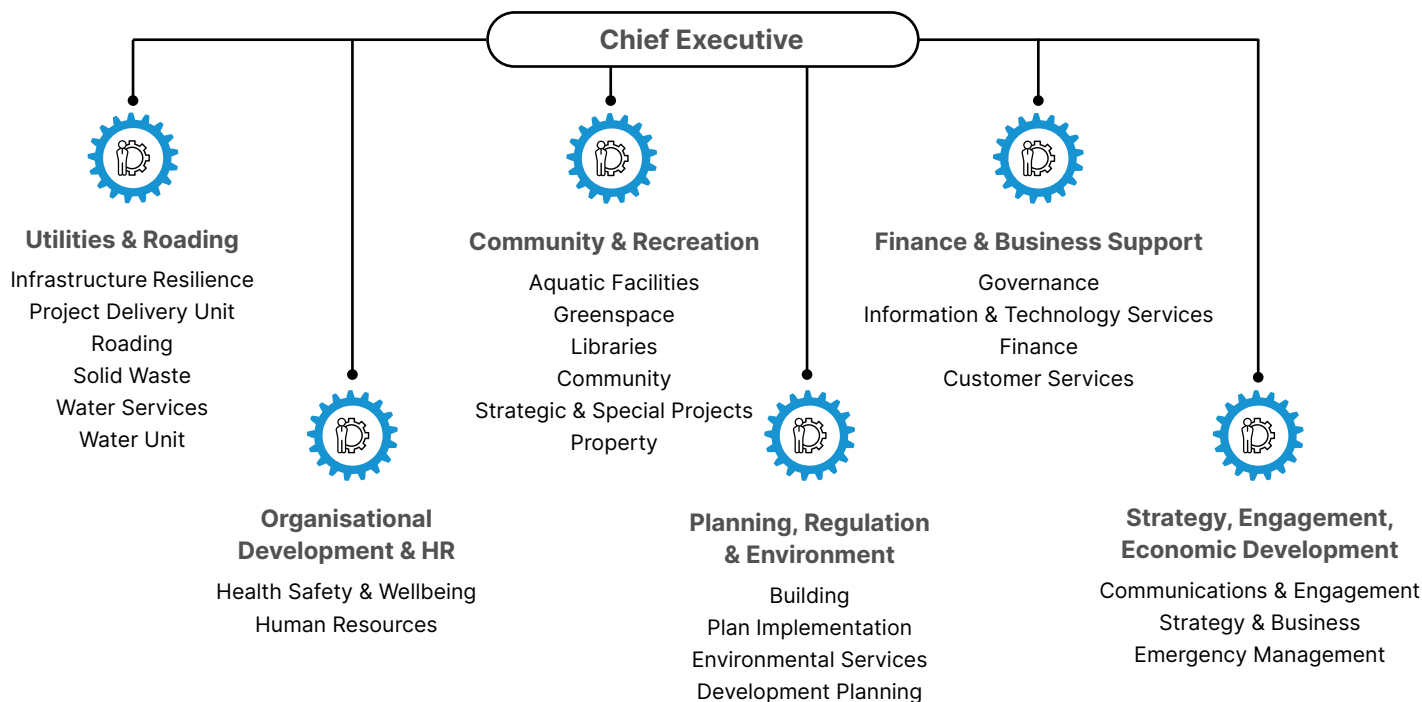
Libraries



## Team

Community & Culture

## Organisation Context



# Tā mātou mauri

## Our principles

### Our purpose

To make Waimakariri a great place to be, in partnership with our communities.

### Our vision

We are a respectful, progressive team delivering value for our customers.

### Our values

We will...

Act with integrity, honesty and trust

Keep you informed

Do better every day

Take responsibility

Work with you and each other

### Our customer promise

We will be professional, approachable and solutions-focused.

# Position Details

## Purpose of Position

To lead, enhance and champion the delivery and provision of exceptional community experiences and services in our district libraries. You will manage and mentor a team of approximately twelve staff who have a key role in the delivery of library services and events that empower and foster inclusivity across our community demonstrating how libraries make a tangible impact to our community and contribute meaningfully to our District's social, economic and cultural wellbeing.

Key components of this role include

- leading a bi-cultural approach that enriches our library offerings
- reaching under-served communities in authentic ways
- oversight of mana-enhancing services and experiences for rangatahi.

As a member of the Libraries Leadership Team, this role has a key part in developing and implementing future-focused library strategy and vision that also contributes to achieving Council's Community Outcomes. All team leaders provide backup support for operational oversight of day to day library staffing, rostering and building maintenance functions.

## Key Relationships

### Responsible to

District Libraries Manager

### Responsible for

Library Customer Service Assistants; Asst Library - Community Connections; Rangatahi Engagement Coordinator

### Internal

District Libraries Manager; Libraries Leadership Team; Wider Library staff; Community & Recreation Managers; Council IT; Council Service Centre Team; Other Council Team Leaders; Other Council Staff

### External

Residents and Ratepayers; Mayor; Councillors & Community Board Members; Te Ngāi Tūāhuriri Rūnanga; School and Education groups; Community Groups

Is there an approved delegated authority for this role? ☒ Yes ☐ No

If yes, state limit for role \$: 10,000

If yes, is this role responsible for that budget? ☐ Yes ☒ No

### Vetting Requirement (contact HR for further advice as required)

*Under the NZ Police vetting criteria, thorough vetting is required to safeguard communities by assessing the backgrounds of individuals who work with vulnerable populations.*

This role provides care/protection/education/training to vulnerable members of society such as children, young people, elderly and/or disabled. ☐ Yes ☒ No

If yes, does this role fall under the Children's Act 2014? ☐ Yes ☐ No

If yes, this position has been identified as:

*Vetting under the Children's Act 2014 is necessary to ensure the safety and well-being of children by thoroughly assessing individuals who work with them.*

## Key Result Areas

### KPI (area of responsibility)

|                          |                                                                                                                                                                                                                                                                                                                             |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Team Leadership          | <p>Leadership of the Community &amp; Culture Team is conducted to a high standard, with a solutions-focused, inclusive culture.</p> <p>Leadership, supervision, training and professional support is regularly provided and available to all team members.</p>                                                              |
| Customer Service         | <p>The Council's values are modelled in all interactions with staff and customers by way of exceptional and proactive customer service.</p> <p>All colleagues are supported to increase and improve their capability to offer excellent, mana-enhancing services to our hapori.</p>                                         |
| Community Experience     | <p>Hapori experiences of Waimakariri Libraries are enhanced by opportunities experience and contribute to library events and programming in a way that promotes cultures and the spirit of community.</p> <p>The reputation of Waimakariri Libraries as a place for people of all ages to explore and experience grows.</p> |
| Strategic Implementation | <p>Team Leaders collaboratively embrace the cross-functional team structure to plan, develop and deliver first-rate customer service, experiences, collections, programmes and spaces.</p> <p>Library values and innovation drive the development of new products, services and initiatives.</p>                            |
| Relationship Management  | <p>Positive relationships with effective consultation and communication and are built and nurtured with community groups and strategic partners.</p> <p>Partnership conversations and connections are developed and grown with Ngāi Tūāhuriri Rūnanga.</p> <p>Stakeholder feedback is valued and invited.</p>               |



## Key Result Areas Continued

### KPI (area of responsibility)

|                               |                                                                                                                                                                                                                                                                                                      |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Digital Services              | <p>Library staff are mentored, up-skilled and encouraged to role model best practice in the digital space.</p> <p>Increased uptake of digital tools by staff is evident to respond to continually changing digital trends and hapori demands.</p>                                                    |
| Daily operations              | <p>Day-to-day operations at each library run smoothly; issues are solved quickly and efficiently and a continuous improvement mindset is evident among the team.</p> <p>The team are encouraged to speak up if they see something that could be done better, and are empowered to effect change.</p> |
| Management and Accountability | <p>Budgets are managed in accordance with Council expectations.</p> <p>Service evaluations and reporting demonstrate the impact of services and spaces on our communities.</p> <p>The Libraries' customer base grows in number and diversity.</p>                                                    |
| Te Ao Māori                   | <p>Te Reo Māori is used appropriately and positively in verbal and written communications.</p> <p>Use of Te Reo Māori is respected and encouraged.</p> <p>Te Ao Māori is considered across digital mediums and experiences.</p>                                                                      |
| Team Culture                  | <p>Staff feel comfortable to be themselves at work and a culture of embracing diversity is evident.</p> <p>New staff are inducted well and feel part of the team.</p> <p>Core competencies and professionalism are modeled. Challenges are dealt with through appropriate channels.</p>              |

# Key Result Areas

**KPI** (area of responsibility)

**Measure** (successful when)

Professional Development

Self directed learning and up-skilling is evident and supports an innovative approach to best practice delivery.  
Active participation in relevant professional associations is maintained.

Connections are made with colleagues across libraries, digital inclusion networks, and external organisations.

# Person Specification

## Education/Qualifications

Minimum requirement for the role:

National Dip Level 5 / National Cert Level 6 (2-3 year)  
Under-graduate Diploma and/or Technical Certificate (please specify)

Specifications and/or  
further information:

Masters Desirable or studying towards  
RLIANZA Professional Registration an advantage.

## Knowledge/Experience

Minimum requirement for the role:

5-6 years  
Needs to draw on relevant longer-term experience specific to the job and work demands, acquired over time.

Further information:

A strong understanding of the evolving role of public libraries in supporting literacy, lifelong learning, and community wellbeing, combined with proven collaborative leadership, a commitment to exceptional customer service, and a passion for delivering responsive learning opportunities that meet diverse community needs.

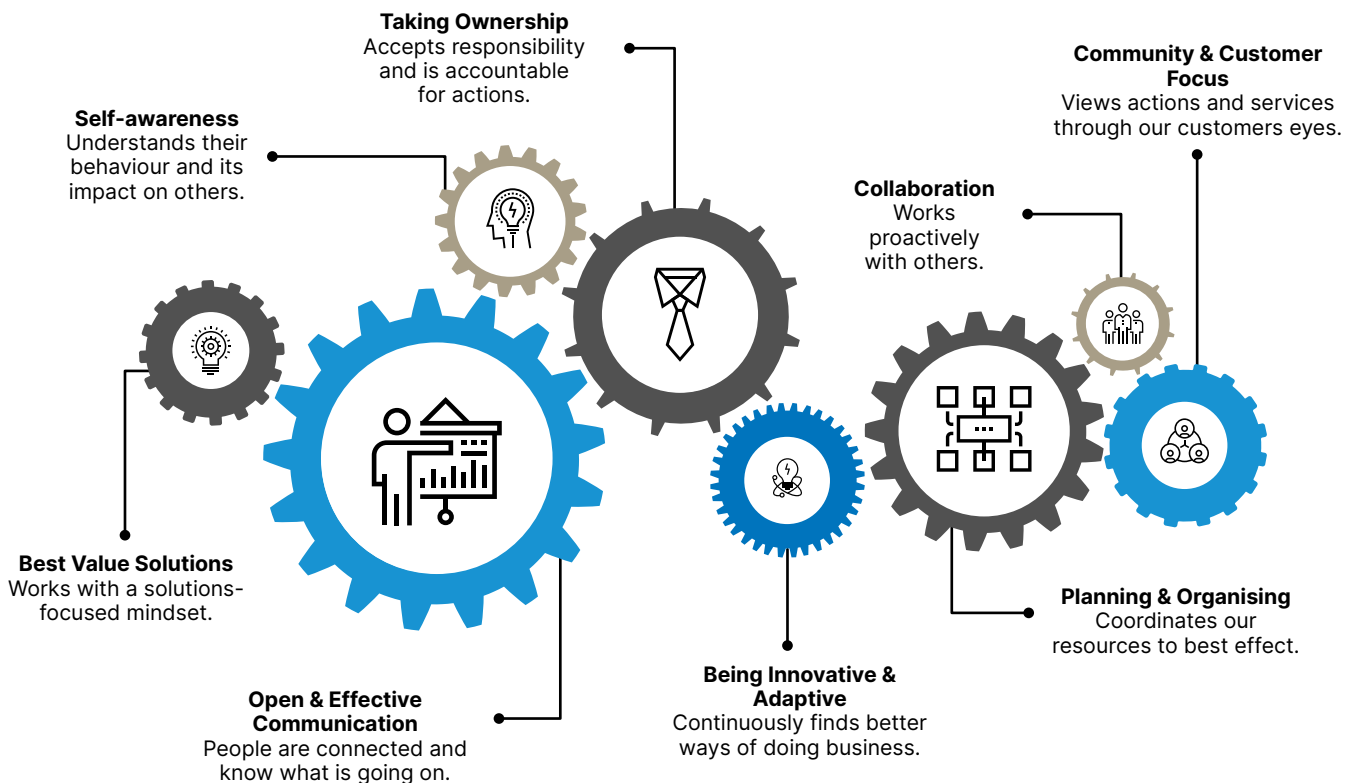
## Attributes

High energy, resilient, proactive people person, with strong leadership skills and excellent communication skills .  
Actively enhances the mana of te reo Māori through incorporating the language and pronouncing it with care.  
Champions innovation by provoking change and empowering others to pursue possibilities.  
Innovative and tech savvy with a strong sense of personal responsibility for continual professional development in the digital space.  
Effective and calm working in busy conditions with tight time-frames.

## Skills

Skills and ability to contribute, and add value to district-wide management of the Library service, including IT, strategic development and operations. Ability to lead a strong team promoting and instilling a customer centric approach to library service standards and design. Continuous improvement approach with a mindset to thrive and inspire others in a changing community focused environment. Evidence of oral and written communication skills, including presentation, and report writing. Teaching skills valued. Mindset to build powerful partnerships by expanding networks to accomplish shared goals for Waimakariri District.

# Core Competencies



## Key Requirements for all Council Staff

- ✓ Embrace principles contained in Tā Mātou Mauri, model the Council's values and continuously seek self-improvement regarding our core competencies.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in disaster recovery and business continuity planning.
- ✓ Take reasonable care for the health and safety of yourself and others at the WDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Ensure that proper account of tikanga Māori and the Treaty of Waitangi is taken in all activities.
- ✓ Maintain an effective partnership with mana whenua as provided for in our agreements and understandings between Council and Te Ngāi Tūāhuriri Rūnanga.

## Amendments to Position Description

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

**Position Description approved by**

Luke Sole

**Date**

July 2026