Palmerston North City Council Job Profile

Position Title	**Mobile Service Guide**
Reporting to	Community Living Rooms Team Leader
Unit	Libraries & Community Services
Date Created	October 2017

Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation form the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

Context

Utilising Council's Library and Community facilities and resources, the Libraries and Community Services Unit delivers a range of services that support many of Council's strategic outcomes, especially those relating to the social services and cultural sectors.

To be successful it is essential the unit must place the community at the centre of all activities, ensuring that our programmes and services are equitable, effective and delivered efficiently. Palmerston North's residents need to know that they will receive a consistent level of service regardless of the facility they visit; and that this same level of consistency is applied to the community groups and organisations supported by Council through our Unit.

The Community Living Room of the City team provides services that support and enable the different neighbourhoods in Palmerston North to achieve their goals and needs. This is achieved through working within the neighbourhoods to understand their needs and desires and matching resources, services, and content accordingly. The team also work to ensure that community centres and Community libraries are developed as complementary facilities working together in each community.

Main Purpose

The Mobile Service Guide works with the Mobile Librarian, and Mobile Library Bus service, to become an integrated part of the community through the building and maintenance of relationships. They take an active interest in what is happening in the community, and endeavour to connect people and groups with relevant content, programmes, events, and services.

The Mobile Library Bus serves as both the vehicle for delivering books, literacy, programmes, and information services with regular weekly City Stops, school and preschool visits, and supports community and Council events as a partner anchor.

Responsibility for Managing Staff

Nil

Financial Authority

Nil

Key Areas of Responsibility

- Exemplify the tenets of manaakitanga to every person who encounters the Library and Community Services Unit and its resources. This includes providing a proactive, professional, and welcoming approach to ensure that people achieve what they came to achieve.
- Act in a sole charge capacity on the Mobile Library, or at any of the Community Living Room branch libraries and Central Library as part of the larger City Libraries & Community Services Team.
- Develop, maintain and demonstrate a high level of knowledge of the Library's services *(including digital technology and content)*.
- Identify and provide feedback on opportunities for making the mobile more engaging, inviting, or useful for existing and potential communities. This may include suggestions or feedback on content, programmes, or services to the relevant Team Leader.
- Support for library initiatives including programmes and events.
- Identify and provide suggestions on ways of engaging with those who do not yet use some or all of the Library's content, programmes, or initiatives.
- Contribute to the enhancement of the services offered across the Library and Community Services Unit as opportunities arise.

Please note: Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.

Risk Management accountabilities for all employees

- **Council Policies and Procedures**: Ensure self and team comply with applicable council policies and procedures.
- **Environmental**: Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety**: Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly).
- **Employment Legislation**: Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

Key Relationships

Internal:
- Mobile Librarian
- Community Living Room Team
- Living Room of the City Team

External:
- People and groups within the community;
- Community Committees and Community Centres;
- Schools; Kohanga Reo; Te Kura Kaupapa; Pacific Island Language Nests; Tertiary Institutions; and
- Council Community Housing Complexes.

Typical knowledge, skills, and attributes

Knowledge *(qualifications and experience)*
- Experience in a public library environment desirable;
- Experience with Internet, Symphony (or other automated library system), online databases, and other technology desirable;
- A Full Driver's Licence is essential and an HT Licence is an advantage;
- Customer service experience, preferably in a public library environment;
- Understanding of the Treaty of Waitangi principles and how they apply in the context of Library and Community Services.

Skills and Attributes
- Ability to work independently and also as part of the Service Guide team when required;
- Positive, flexible and adaptable attitude with an ability to work under pressure;
- Good general knowledge, with a passion for working with the community, providing resources such as books, movies, music and social media and a proven ability to communicate with a wide array of people in a range of contexts across the socio economic and cultural spectrum;
- Strong drive to provide a relevant and effective community focused service;
- Must be able to stand / walk / move for periods of up to four hours while interacting with customers, shelving, and other similar duties;
- Is friendly, approachable, and able to engage with a wide range of people from varying backgrounds in an effective, sensitive and professional manner;
- Punctual and reliable.

Experience
- Experience dealing with challenging situations in a customer service environment would be an advantage.

Usual Hours of Work
20 hours per week worked between Thursday to Sunday. Some flexibility outside the usual hours and days of work will be required on an as required basis to assist with programmes.

Remuneration

- This role is graded at GP3 on the Council's remuneration system, i.e. between **$39,565** (85%) and **$46,547** (100%) pro-rated for part time depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of **2.5**% of base salary is available.

Competencies

Core	
Service	Able to identify and understand customers' needs, find solutions, seek feedback and follows up on solutions
Communication	Able to provide clear communication, seek clarification and communicate with a variety of people
Business ethics	Good understanding of and able to implement an ethical approach to work
Information technology	Able to utilise the relevant computer packages used at Council
Role specific	
Professional Skills	Developed a body of professional knowledge reflected by an appropriate tertiary qualification and/or equivalent experience. Knowledge base is current and regularly updated and extended. Allocates and manages resources within area of expertise.
Relationship Building	Able to build and maintain strong networks both internally and externally. Has an understanding of stakeholders' needs and the drive to deliver on commitments. Has understanding of underlying drivers at the group and individual level, and the impacts of diversity. Able to deal with and resolve conflict. Demonstrates understanding sensitivity to other groups and values diversity.
Organisation Achievement	Pro-actively plans work cycle and identifies required resources and deliverables. Ensures that planning and action is aligned with the vision and direction of the organisation. Monitors and takes appropriate action to ensure goals and outputs are achieved. Reports regularly on progress. Seeks world class solutions to performance.
Team Work	Is an active and contributing team player. Models the standard for teams and teamwork. Understands team dynamics and is able to use these in building and developing teams.