

Customer Experience Librarian



Department	Property & Community Facilities
Location	Marlborough Library / Te Kahu o Waipuna, High Street, Blenheim
Direct/indirect reports	Approx. 10 FTE (plus student assistants, casual staff and volunteers)
Reporting to	Libraries Manager
Grade	16
Financial delegation	Ability to authorise expenditure from another person's budget

Department Overview

This position is within the Property & Community Facilities Department. This department is responsible for delivering key services relating to Marlborough's central business district; cemeteries; civic projects and commercial development; halls and memorials; parking; parks and open spaces; public conveniences; property; small townships; senior housing and residential subdivision development; sports parks; libraries; and swimming pools.

Purpose of the Role

This role plays a critical leadership function, acting as second-in-charge (2IC) to the Libraries Manager and is a member of the Marlborough District Libraries Operations team. The Libraries Operations Team supports the library strategy through the delivery of a broad range of districtwide services, resources, and programmes that respond to the region's demographics, abilities, and interests. The team is responsible for establishing and maintaining efficient operations that meet best practice, optimise the customer experience and support a healthy and safe work environment.

The primary objective of this role is to lead the development and delivery of the districtwide Customer Experience Work Programme, activities and goals which align with the Libraries Strategy and are reflective of community needs.

This role is also responsible for:

- Providing leadership to ensure a welcoming, professional and positive library experience is delivered, with staff working alongside customers, to provide excellent customer service.
- Leading and managing frontline library functions including circulation, reference and housebound services to assist customers in the use of library services.
- Fostering a strong service culture in alignment with the libraries service philosophy and strategy.
- Leading the ongoing development and management of customer service policies and procedures.
- Working alongside the Picton Librarian/CSO Supervisor to ensure consistent delivery of the customer experience across the district.

- Working collaboratively with the Libraries Operations Team to ensure the consistent delivery of best practice.
- Contributing to the development and continuous improvement of library services as a member of the Libraries Operations Team.
- Delivering an effective and responsive library service through excellent customer service.
- Providing knowledgeable, friendly and professional library services to meet community needs.
- Ensuring that staff have the skills and resources to provide a high quality, friendly, helpful, and efficient customer experience to all sectors of the community.

Key Responsibilities

Customer Experience Work Programme	Lead the development and delivery of the districtwide Customer Experience Work Programme, activities and goals which align with the Libraries Strategy and are reflective of community needs. Proactively engage with stakeholders in regard to identified roles and responsibilities within work programme. Work collaboratively with Libraries Operations Team members to meet work programme objectives and to ensure a consistent, positive experience for all library users. Identify opportunities for service development and improvement. Provide professional advice to the Libraries Manager on the development of customer services in response to changing needs and technologies. Note: the Picton Librarian/CSO Supervisor has responsibility for the delivery of Council (non-library) services at the Picton Library and Service Centre.
Business management	Support the Libraries Manager in operations leadership and act as 2IC. Manage day-to-day operations within your area of responsibility, in line with organisational priorities, policies and guidelines and within budget. Manage your team to work independently and accurately, to deliver excellent customer service. Monitor, provide and analyse operational information. Ensure money is received and receipted in an accurate and timely manner in accordance with internal procedures. Deal efficiently with outstanding debt and disputed charges. Lead process for Marlborough Library to retain accreditation of Working to Become Dementia Friendly.
Resourcing	Ensure team resources are adequate to meet planned front-of-house services. Recruit, train and supervise student library assistants and casual library assistants. Oversee the recruitment, training and supervision of volunteers. Maintain and oversee library induction programme. Provide leadership in the development and maintenance of the roster system, ensuring optimal staffing and operational efficiency across all service points. Conduct annual roster analysis to determine future service needs.

Marlborough District Libraries Operations Team	Support the future direction of the districtwide library service. Contribute to the successful delivery of goals and relevant strategies. Contribute to a supportive team environment by communicating and sharing information with others in a timely, positive and constructive manner. Actively problem solve with a “continuous improvement” mindset. Lead by example to foster a constructive, engaged, and collaborative environment through active communication. Lead and facilitate districtwide activities within your role, collaborating with stakeholders to understand staff and community needs. Regular visits to Picton Library and Service Centre are expected. Communicate concisely, openly and clearly to colleagues. Routinely examine own behaviour, accept accountability for own actions and adjust accordingly. Positively participate in meetings. Share learning with colleagues.
Customer services	Assist customers with the use of facility, services, technology and resources. Actively seek, record and follow through on all customer feedback, responsively developing services. Demonstrate and model cultural awareness and confidence with biculturalism. Support colleagues with complex customer enquiries. Demonstrate respect, responsiveness and professionalism when dealing with external and internal customers. Seek opportunities to improve service through innovation. Develop and maintain knowledge of the changing local environment in order to tailor services responsively. Proactively build effective relationships and promote services and resources. Support others to manage unpredictable situations and customer behaviour to ensure a welcoming and safe place.
People leadership	Embed strong leadership within your team that drives increased engagement, capability and performance. Lead and deliver a customer centric approach. Ensure your team members have clear objectives. Undertake regular feedback conversations with staff, understand their career goals and encourage participation in appropriate development opportunities. Develop, implement and evaluate annual training plan for frontline services, including customer behaviour, readers advisory, and reference skills. Lead and oversee the day-to-day front of house customer experience delivery, training and development.
Financial management	Work alongside Libraries Manager to monitor budget for activities within scope. Use commercial acumen to manage spending, ensuring results align with the budget. Take corrective action, if needed, to meet financial objectives. Place orders and/or authorise expenditure within delegated limits.

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Organisational Responsibilities

Continuous Improvement

Drive an improvement culture by encouraging innovation and proposing, defining and implementing improvements to services and processes.

Customer Service

Drive a customer focused culture. Use your understanding of customer needs to drive improvements.

Digital Mindset

Drive a “digital mindset” which allows your team to approach situations with a digital focus, taking full advantage of the technology, information, and data available to us whilst ensuring operational outcomes, efficiency, and security aren’t compromised.

Be aware that transformation comes not from a change of system or infrastructure but a change in mindset. Opening your mind to the idea of doing things differently can unlock the true range of possibilities.

Health, Safety & Wellbeing

Role model your commitment to HS&W by leading by example, making risk-based decisions, monitoring performance and holding yourself and others to account.

Create a climate of information sharing, trust and understanding around mental health care issues, and the process of recovery for those needing support. Encourage staff to attend mental health and wellbeing promotion programmes.

Take ownership and responsibility for your own decisions and actions by proactively engaging in safe work practices that prevent injury; and looking out for your colleagues, contractors, customers, and visitors.

Contribute to Council’s ongoing safety improvement journey.

Make safety a priority and help lead the way!

Inclusion & Diversity

Drive an inclusive workplace - an environment where our employees feel safe, valued and respected; and have opportunities to contribute their perspectives, experience and talents to our organisation.

Foster a diverse workforce (the visible and invisible factors that define us as individuals) by displaying an open-minded, non-judgmental attitude towards others.

Record Management

Ensure your team create and maintain all records of Council business (regardless of format) in approved corporate information systems, as per Council’s information and data management policies and procedures.

Response in Emergencies

Be available to assist during emergencies as and when they occur; and enable and encourage team members to do the same.

Risk Management

Understand, report, manage and lead operational and compliance risk. Ensure your team complies and gives advice in accordance with Council’s risk management policies and procedures.

Te Ao Māori

Demonstrate leadership by developing cultural competency; for example by developing understanding of te reo Māori, tikanga Māori (Māori customs and practices), mātauranga Māori (Māori wisdom, knowledge and understanding) and Te Tiriti of Waitangi; and by engaging with Māori communities as required within your role.

Other Duties

Take on any additional duties or special projects that may be assigned from time to time and ensure that these are performed effectively and efficiently

Person Specification

Qualifications	Qualified Librarian (Minimum Diploma Level 7). Current driver's licence.
Experience and knowledge	Minimum 5 years' experience as a qualified librarian in a public library setting. Experience and ability in a high contact customer service environment. Experience in staff management and leadership. Experience in assessing customer service effectiveness and implementing processes to improve the customer experience. Proven experience in service transformation and innovation. Highly proficient in word processing operations, including document formatting, data entry, and advanced editing functions. Competent with library management systems, word processing operations, and digital technologies. Knowledge of current trends and professional issues in public library services.

Core Competencies

Adaptability	Capacity to recognise opportunities, incorporate new ideas, and adapt to changing circumstances. Takes on challenges with positivity, professionalism and enthusiasm.
Commitment to improvement	Openness to feedback/reflection to grow skills and knowledge. Enthusiasm for continuous improvement, efficiency in processes and for increasing knowledge and technical abilities.
Communication	Communicates messages in a clear, concise, and consistent manner. Uses the most effective method of communication for the audience and situation. Communication is clear, concise, and consistent. Utilises effective listening skills and questioning techniques.
Customer focus	Recognises the diversity of customers and adapts approach and style to meet their needs. Consistently demonstrates respect, responsiveness and professionalism while providing superior services for customers. Problems and complaints are acknowledged, and attempts made to resolve them in a timely fashion.
Digital literacy	Ability to learn new technological skills essential for digital transformation and to think innovatively and embrace a perpetual learning culture. Motivation to use digital skills to create new opportunities.
Integrity	Ability to manage sensitive and confidential information and situations with the utmost tact, discretion, and judgement.

	Ability to role model behaviours and attitudes that align with Council's Values.
Interpersonal skills	Ability to establish and maintain effective working relationships with a diverse range of stakeholders, both internal and external. An ability to gain and maintain professional credibility, confidence and respect across a wide range of agencies, community groups and Council staff. Values diversity and supports different ways of working. Credits others for their contributions and accomplishments.
Leadership	Ability to act as a good role model and create a positive environment that fosters, develops and promotes engagement and a good team culture. Ability to effectively support and proactively assess the team's workload and reallocate workloads when needed. Ability to create and reinforce a culture that is free from harassment, bullying and discrimination; supports inclusion and diversity; and reduces the stigma around mental illness. Effective delegation skills.
Organisational skills	Proactively plans work and manages competing priorities to ensure deadlines are met. Plans and utilises resources in the most effective and efficient way. An ability to manage projects, on time and to agreed budgets.
Problem solving and decision making	Well-developed business, political, and financial acumen with a successful history of sound decision making. Balanced and informed approach to solving complex situations. Makes appropriate decisions, taking into consideration impacts and risks. Uses own judgement and experience to solve problems. Empowers staff to make own decisions.

Strategic Framework

Vision	Marlborough is a globally-connected district of smart, progressive, high-value enterprises, known for our economic efficiency, quality lifestyle and wellbeing, caring community, desirable location and healthy natural environment.
Mission	We invest in Marlborough's future, our people, quality lifestyle and outstanding natural environment.
Values	Council's values and behaviours are based on Respect, Professionalism and Integrity. Council is committed to an environment that supports professional development, an equal opportunities workplace and a positive culture. All staff are expected to endorse and support Council's Vision and Values and actively work to achieve them, behaving with the highest level of professionalism and integrity and exhibiting courtesy and impartiality towards colleagues and the community.

	Our values are: • We are open, transparent and collaborative. • We partner with tangata whenua iwi. • We involve and respect our many cultures. • We are innovative and strive for excellence. • We are adaptive and responsive to community needs. • We work in an environmentally sustainable manner.
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