



# Job description

## Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Director Content Services

### National Library, Information & Knowledge Services

The purpose of the National Library is to enrich the cultural and economic life of New Zealand and its interchanges with other nations. The Content Services directorate acquires, describes, stores, delivers and preserves collections that support the Library's services to New Zealanders and the library sector.

The Director Content Services leads the effective delivery of collection services for the National Library, including responsibility for the administration of the legal deposit system and the strategic and operational management of digital and physical repositories. The role is responsible for the development and management of the National Digital Heritage Archive and the National Library's collaborative digitisation programme of the National Library. The Director shares responsibility for implementing the National Library's strategic directions, in partnership with other agencies, with an emphasis on promoting access and sharing of New Zealand's knowledge resources.

- **Reporting to:** National Librarian
- **Location:** Wellington
- **Salary range:** Information Management, Band L

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### What we do matters – our purpose

Our purpose as part of the Department of Internal Affairs is to serve and connect people, communities and government to build a safe, prosperous and respected nation. In other words, it's all about helping to make New Zealand better for New Zealanders.

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### How we do things around here – our principles



#### We make it easy, we make it work

- Customer centred
- Make things even better

#### We're stronger together

- Work as a team
- Value each other

#### We take pride in what we do

- Make a positive difference
- Strive for excellence



**Te Tari Taiwhenua**  
**Internal Affairs**

## Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

What you will do to contribute	As a result we will see
<b>Contribute to the National Library Leadership Team</b> <ul style="list-style-type: none"> <li>Contribute to the leadership of the National Library through strong teamwork as a member of the NLLT</li> <li>Work closely with the National Librarian and other senior colleagues to maintain a focus on achieving planned outcomes</li> <li>Lead and contribute to the annual strategic planning, accountability and business planning process for the National Library</li> <li>Demonstrate leadership support for all Departmental initiatives and organisational development activities, modelling expected behaviours</li> <li>Ensure Departmental and National Library policies and procedures are followed consistently</li> <li>Work closely with the NLLT to identify, develop and implement capability development initiatives for the National Library</li> </ul>	<ul style="list-style-type: none"> <li>The direction of the National Library is clearly aligned to Departmental priorities and is future focused</li> <li>National Library staff report that managers work together as a cohesive and constructive team</li> <li>Staff and managers see leadership and behaviour modelled in a way that is consistent with the Department's principles</li> <li>The National Library has strategic directions and a capability development plan that are being systematically implemented</li> </ul>
<b>Strategic Leadership of the National Library</b> <ul style="list-style-type: none"> <li>Provide thought leadership, advice and support to the National Librarian to ensure the alignment of strategic directions and National Library's work programme to the Department's Priorities and Focus Areas</li> <li>Lead the development of effective organisation wide strategies which support the achievement of the National Library's vision and strategic priorities</li> <li>Support the National Librarian to strengthen the engagement of key strategic partners with a focus on the areas relevant to Content Services</li> <li>Represent the National Librarian on Departmental groups and boards as required</li> </ul>	<ul style="list-style-type: none"> <li>The National Librarian is well positioned to align the National Library's strategies with the wider Department strategic direction</li> <li>The National Library has a strategy and capability development plan that is being systematically implemented</li> <li>Business plans for Content Services align with and deliver on the National Library's strategic direction and priorities</li> <li>Stakeholders within DIA and externally are well connected with the work of the National Library</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Leadership of Content Services</b></p> <ul style="list-style-type: none"> <li>• Provide strategic and intellectual leadership for the Library's directions and initiatives for content and collection services</li> <li>• Lead the development of Content Services' business strategies to deliver the Library's strategic priorities, including oversight and direction for projects</li> <li>• Champion the provision of leadership in metadata creation including cataloguing for the New Zealand library community</li> <li>• Ensure relevant legislative responsibilities are fulfilled, particularly in regard to legal deposit and the Public Lending Right</li> <li>• Provide support to the National Librarian to develop and maintain productive relationships with New Zealand publishers and authors</li> <li>• Oversee the development and implementation of strategically aligned operating models and processes</li> <li>• Manage the financials and budgets in accordance with department requirements</li> <li>• Prepare, manage and monitor annual budgets for Literacy and Learning in conjunction with the National Librarian</li> <li>• Manage risks effectively by identifying potential issues, developing risk mitigation strategies, assurance activity and business continuity plans</li> </ul>	<ul style="list-style-type: none"> <li>• Content Services perspective represented at the leadership table and input into decisions made with benefit for whole library taken into account</li> <li>• Content Services staff are clear about how their work contributes to the Library's strategic priorities</li> <li>• Content Services business plan objectives will be strongly aligned to the National Library's Strategic priorities</li> <li>• New Zealand publishers and authors have effective relationships with the National Librarian</li> <li>• Recognition of the role and importance of metadata in removing barriers to accessing knowledge for New Zealanders</li> <li>• Processes are in place to ensure effective administration of relevant legislative responsibilities including Legal Deposit and Public Lending Right</li> <li>• Finances and budgets are well managed in accordance with department requirements</li> <li>• Risks are identified and managed appropriately within department risk management guidelines and colleagues are well informed</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Acquisition and management of collections</b></p> <ul style="list-style-type: none"> <li>• Oversee the acquisition and management of the National Library General Collections, in all formats, in alignment with the Collections Policy and the National Library's strategic plan, and within agreed budget</li> <li>• Lead the provision of services to support the Library's customers through the selection, acquisition and description published collections including the Alexander Turnbull Library Collections and the Schools Collection</li> <li>• Manage the development, maintenance and future planning of repository space for the Library's collections</li> <li>• Oversee the provision of document supply services from the General Collections</li> <li>• Lead the implementation of fit for purpose tools, technology and methodologies for ongoing continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Collections in all formats (including The Dorothy Neal White and Susan Price) are managed in accordance with the Collections Policy</li> <li>• On-going progress towards the development of sustainable, selective digital collecting</li> <li>• Active collection management using all available tools</li> <li>• Current and future space required to safely store and access collections is developed and maintained to required standards</li> <li>• Document supply requests are fulfilled as required</li> <li>• Relevant library systems and tools are fit for purpose and leveraged for continuous improvement</li> </ul>
<p><b>Delivery of collaborative services</b></p> <ul style="list-style-type: none"> <li>• Lead and provide focus for the National Library collaborative services with other libraries, communities and institutions with similar purposes including Te Puna, EPIC and collaborative digitisation</li> <li>• Manage and develop effective and efficient online services delivered to the New Zealand library sector with input from the sector</li> <li>• Lead and oversee the management and development of fit for purpose Kōtui and APNK services with input from the sector</li> </ul>	<ul style="list-style-type: none"> <li>• National Library's collaborative services will be strategically aligned with other institutions with shared agendas and common outcomes</li> <li>• Duplication between institutions will be reduced and cooperation increased</li> <li>• Online services for the New Zealand library sector, including Te Puna cataloguing, interloan and EPIC will be managed and developed with input from the sector</li> <li>• Kōtui and APNK services will be managed effectively and be developed with input from the sector</li> </ul>

What you will do to contribute	As a result we will see
<b>Preservation of NZ digital content</b> <ul style="list-style-type: none"> <li>• Work closely with Digital New Zealand to oversee the development of alliances with commercial and other providers of digital material with a view to ensuring their availability in perpetuity.</li> <li>• Oversee the adoption of international standards in digitisation, metadata, and digital preservation to ensure interoperability between centralised and/or distributed digital repositories and the long-term preservation of the materials held therein</li> </ul>	<ul style="list-style-type: none"> <li>• New Zealand digital material is made available in perpetuity</li> <li>• National Library as a leader in the adoption of international standards in digitisation, metadata, and digital preservation</li> </ul>
<b>People Leadership</b> <ul style="list-style-type: none"> <li>• Recruit, develop, support and retain a high performing and appropriately resourced Literacy and Learning directorate</li> <li>• Establish and develop a resilient, agile, learning culture within the Literacy and Learning directorate, based on capability development, continuous improvement, goal achievement and a common sense of purpose</li> <li>• Foster and inspire a strong public service ethic encouraging innovation and collaboration across service locations, teams and the wider public sector</li> <li>• Ensure the performance management system is implemented for managers and staff – actively managing both strong and poor performers</li> <li>• Ensure strategically aligned development plans are in place for all staff to maintain and build capacity</li> </ul>	<ul style="list-style-type: none"> <li>• Behaviour as a people leader is in line with the DIA Capability Framework</li> <li>• The Literacy and Learning directorate is high performing with a strong team culture</li> <li>• The Literacy and Learning management team works as a collaborative and cohesive team</li> <li>• Performance in the teams is actively managed</li> <li>• Staff development plans are in place and strategically aligned</li> </ul>
<b>Health and safety (for self)</b> <ul style="list-style-type: none"> <li>• Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>• Report all incidents and hazards promptly</li> <li>• Know what to do in the event of an emergency</li> <li>• Cooperate in implementing return to work plans</li> </ul> <b>Health and safety (for team)</b> <ul style="list-style-type: none"> <li>• Inform, train and equip staff to carry out their work safely</li> <li>• Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries</li> <li>• Assess all hazards promptly and ensure they are managed</li> </ul>	<ul style="list-style-type: none"> <li>• A safe and healthy workplace for all people using our sites as a place of work.</li> <li>• All requirements of DIA's Health and Safety policy and procedures are met.</li> </ul>
	<div>Advise</div> <div>Collaborate with</div> <div>Influence</div> <div>Inform</div> <div>Manage/lead</div> <div>Deliver to</div>

Who you will work with to get the job done							
Internal	National Librarian	✓	✓	✓	✓		✓
	National Library Leadership Team	✓	✓	✓	✓		✓
	Office of the National Librarian	✓	✓		✓		
	IKS Senior Managers	✓	✓	✓	✓		
	Content Services Managers and teams		✓	✓	✓	✓	
	DIA Shared Services staff as required	✓	✓	✓	✓		
External	Library and knowledge sectors	✓	✓	✓	✓		✓
	Library Professional within public and private sector	✓	✓	✓	✓		✓
	Strategic overseas partners		✓	✓	✓		
	Author and publishers' professional groups		✓	✓	✓		

Your delegations as a manager	
Human Resources and financial delegations	Level D
Direct reports	5
Total number of staff reporting	Approx 100

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is <a href="#">People Leader</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>Setting expectations</li> <li>Encouraging innovation</li> <li>Building effective teams</li> <li>Identifying talent and developing others</li> <li>Motivating others to achieve results</li> <li>Developing business acumen</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>Significant management experience at a senior level in the library sector</li> <li>Experience in leading and managing in a medium sized organisation that is undergoing change</li> <li>Relevant public sector experience and knowledge of public sector reporting requirements and relevant legislation</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>Demonstrated knowledge of and credibility in the library and information sector</li> <li>Demonstrated knowledge of collection and repository management</li> <li>An understanding of the principles and practices of professional library management would be desirable.</li> <li>Possesses well developed networks and relationships in the library and information communities (including vendors) nationally and/or internationally</li> <li>Understands the roles and functions of</li> </ul>

Your success profile for this role	What you will bring specifically
	<p>central government agencies</p> <ul style="list-style-type: none"><li>• Understanding of departmental budgeting, financial management and appropriations processes.</li><li>• Conversant with library and information legislation and reporting requirements</li></ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• Strong leadership, conceptual and analytical skills</li><li>• Ability to express complex concepts and issues clearly and succinctly to a range of audiences</li><li>• Strategic thinking and agility</li><li>• Excellent people leadership skills and ability to engage and inspire others</li><li>• Excellent stakeholder engagement and relationship management skills</li><li>• Sound judgement in dealing with complex, sensitive or ambiguous issues</li><li>• Ability to deliver high quality advice and results under pressure</li><li>• Ability to identify new opportunities for development and innovation</li><li>• Ability to manage a range of competing priorities and deliver results</li><li>• Ability to work collegially with colleagues across the National Library and the wider DIA</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• Relevant tertiary qualification within the Library and/or information sector or comparable experience</li></ul>