



Job description

Haere mai

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

Operations Coordinator

National Library, Information and Knowledge Services (IKS)

The purpose of the National Library is to enrich the cultural and economic life of New Zealand and its interchanges with other nations by collecting, preserving and protecting documents, particularly those relating to New Zealand, and making them accessible for all the people of New Zealand, in a manner consistent with their status as documentary heritage and taonga; supplementing and furthering the work of other libraries in New Zealand; and working collaboratively with other institutions having similar purposes, including those forming part of the international library community.

The Operations Coordinator will contribute to and support the development and delivery of the National Libraries public domains and operations. The role has 3 main focus areas: overseeing the smooth coordination and administration of venue hire across National Library and Archives, coordinating the Network Commons areas, and providing a retail support role.

The Operations Coordinator will work collegially across the Public Programmes team to contribute to a team that is service focussed, innovative and energetic, quick to engage with new learning and responsive to changing customer needs.

Reporting to: Team Leader Operations

Location: National Library of New Zealand, Wellington

Salary range: Information Management, Band D

What we do matters – our purpose

Our purpose 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.

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

INTERNAL AFFAIRS



Te Tari Taiwhenua

We take pride in what we do
Make a positive difference
Strive for excellence

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
<p>Venue Hire</p> <ul style="list-style-type: none"> • Coordinate and administer venue bookings and events across National Library and Archives in line with current policy • Ensure customers receive timely advice and accurate information and support • Ensure that venues and event support is provided in an efficient and timely manner. This includes venue set-up/breakdown and equipment provision set-up/breakdown where necessary • Provide staff coverage for all events (including afterhours events) and to ensure all external hireage policies and procedures are complied with • Maintain all ground and lower ground floor areas and procedures (eg, retail space, presentation of the public spaces, plate up kitchen, visitor logging, etc) to standard in collaboration with the wider Public Programmes Team • Develop effective working relationships with other National Library business units and stakeholders • Develop and maintain own knowledge and awareness of the services provided by the Library and the key people who deliver those services • Provide administrative support when requested by the Manager, Public Programmes and Team Leader Operations • Actively participate as part of the Public Programmes team and participate in other duties as agreed or required by the Team Leader Operations, including regular weekday operations and out of hours operations as per the NLNZ Employment Agreement 	<ul style="list-style-type: none"> • Demonstrate behaviours that encourage whole-of-organisation collaboration and learning for the purpose of increasing synergies and maximising effectiveness • Review the capability needed to support the organisation in delivering on outcomes and ensure action is taken to identify and address own capability gaps • Foster an environment where the team engages effectively with other groups, in a way that ensures both internal customer needs and those of external agencies are understood and met • Ensure that a process of continuous review and improvement is inherent throughout all elements of the team

What you will do to contribute	As a result we will see
<p>Retail & Customer Service</p> <ul style="list-style-type: none"> • Contribute to front of house retail services by providing cover for the retail coordinator • Provide excellent customer service, that builds customer loyalty and contributes to repeat business • Ensure that all services are operated efficiently, with all enquiries/requests responded to warmly, promptly, and professionally • Handle the processing of all orders with accuracy and timeliness • Maintain good product knowledge 	<ul style="list-style-type: none"> • Customers engaged with the store environment • A well maintained retail space • Maintains accurate invoicing and retail records • All customers served in a manner consistent with the National Library brand and DIA values
<p>Network Commons</p> <ul style="list-style-type: none"> • Provide responsive introductory level information, facilitation and guidance across the National Library’s physical and digital resources and services in the public programmes experience areas of the Library, specifically the Network Commons • Provide advice and support in the effective use of electronic resources, search skills and presentation technologies • Coach, guide and support customers to develop capabilities for self-reliant access to Library services • Collaborate with the wider team to contribute to the development and delivery of formal and informal learning programmes 	<ul style="list-style-type: none"> • Customers feel safe and supported, and able to use the technology in the Network Commons • New opportunities are identified to enhance the user experience
<p>New Media</p> <ul style="list-style-type: none"> • Assist the Team Leader Operations with the monitoring of new media applications. • Support smooth running of new media technology by applying approved patch-work and fixes where and as appropriate. • Continue to develop knowledge of best practice approaches to support the smooth running of new media technologies on the lower ground and ground floor. 	<ul style="list-style-type: none"> • Any fault relating to new media technology is promptly reported and attended to. • Opportunities are taken to expand existing knowledge of applying suitable and approved fixes to common new media faults.

What you will do to contribute	As a result we will see
<p>Performance and Capability</p> <ul style="list-style-type: none"> • Build a shared commitment to the direction of the organisation and the achievement of its outcomes, and to fostering a customer focused culture across Public Programmes • Continually self-assess and review own performance outcomes and achievements, taking action to address non delivery on agreed outcomes • Review the capability needed to support the organisation in delivering on outcomes, and ensure action is taken to identify and address own capability gaps • Demonstrate behaviours that encourage whole-of-organisation collaboration and learning, with the aim of increasing cooperation and maximising effectiveness • Ensure that a process of continuous review and improvement is inherent throughout all elements of the team 	<ul style="list-style-type: none"> • Attendance and contribution to organisation wide forums and team meetings • Participation in regular meetings with team leader, and update performance review documentation as required • Examples of developed or innovated services • Contribution to discussion, meetings and planning
<p>Partnership with customers</p> <ul style="list-style-type: none"> • Foster an environment where the team engages effectively with other groups, in a way that ensures both internal customer needs and those of external agencies are understood and met • 	<ul style="list-style-type: none"> • Customers engaged, supported and enabled to use our spaces
<p>Partnership with Māori</p> <ul style="list-style-type: none"> • Demonstrate commitment to Te Aka Taiwhenua – our Māori Strategic Framework – which positions 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 • 	<ul style="list-style-type: none"> • Tikanga established and shared with all users of the Library
<p>Treaty of Waitangi</p> <ul style="list-style-type: none"> • Support Treaty of Waitangi obligations being met through the achievement of business objectives 	<ul style="list-style-type: none"> • Knowledge of Treaty of Waitangi evident, and guidance for customers to the direct influence of the Treaty on the Library work and purpose, and that of Archives NZ

What you will do to contribute	As a result we will see
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm • Report all incidents and hazards promptly • Know what to do in the event of an emergency • Cooperate in implementing return to work plans <p>Health and safety (for public)</p> <ul style="list-style-type: none"> • Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries • Assess all hazards promptly and ensure they are managed 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work. • All requirements of DIA’s Health and Safety policy and procedures are met. <ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work. • All requirements of DIA’s Health and Safety policy and procedures are met.

Who you will work with to get the job done		Advise	Collaborat	Influence	Inform	Manage/ Lead	Deliver to
Internal	Team Leader Akon and Manaakitanga						✓
	Public Programmes staff	✓	✓	✓	✓		✓
	Other DIA staff	✓	✓	✓	✓		✓
External	Visitors to the Library onsite and online	✓	✓	✓	✓	✓	✓

Your delegations	
Human Resources and financial delegations	0
Direct reports	0

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 Valued Contributor.</p> <p>Keys to Success: Problem solving Critical thinking Interpersonal savvy Navigating complexity Communicating with influence Technical and specialist learning</p>	<p>Experience:</p> <ul style="list-style-type: none"> • Experience in a commercial retail and venue hire environment providing excellent customer service • Experience in general administrative work (word processing/data entry) • Experience in facilitating formal and informal programmes relating to digital technology (or a willingness to learn) • <p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of Te Reo to a basic level of greeting (or a willingness to learn). <p>Skills:</p> <ul style="list-style-type: none"> • Business writing /correspondence skills • Ability to use computer packages eg MS Word • Ability to work effectively as part of a team • Reliable and able to work with minimal supervision • Attention to detail and a high degree of accuracy • Te Reo language skills would be an advantage • Working knowledge of digital technologies is desirable <p>Other requirements:</p> <ul style="list-style-type: none"> • Relevant qualification (e.g. Business Administration or Retail) • Current Duty Manager Licence – sale of Liquor Act or willingness to acquire • Current First Aid Certificate or willingness to acquire • Current fire safety certification or willingness to acquire.