



# Job description

Haere mai

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

## Learning Facilitator - Public Programmes

### 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 Learning Facilitator will contribute to delivering informal and curriculum based learning programmes for customers and visitors which align to the initiatives of IKS and other agencies concerned with Treaty education, civic education and the connection to our collections and taonga. All visitors to the National Library will be supported, but it is expected that this role will focus on delivering learning programmes for schools, visitors and customers.

- **Reporting to:** Team Leader Ako and Manaakitanga
- **Location:** Public Programmes Wellington
- **Salary range:** Information Management; Band E

### 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
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**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><b>Delivery of curriculum based school programmes</b></p> <ul style="list-style-type: none"><li>• Deliver on the floor curriculum based, kura kaupapa oriented formal and informal learning programmes for schools, customers and visitors</li><li>• Assist the Team Leader Ako and Manaakitanga in shaping bicultural and bilingual learning programmes for schools, customers and visitors that align to the initiatives of IKS and other lead agencies concerned with Treaty Education and the connection to our collections and taonga</li><li>• Work closely with the Team Leader Ako and Manaakitanga to deliver other services for the Library’s learning and public engagement spaces including on-line and face-to-face opportunities</li><li>• Commit to inquiry learning, discovery, creativity and enjoyment, fostering an interest in learning and discovering more, for school students and the wider communities of learners</li></ul>	<ul style="list-style-type: none"><li>• The delivery of good quality, professional learning programmes that meet audience needs; positive feedback from attendees</li><li>• Demonstrated capability to deliver face-to-face learning programme delivery</li><li>• Embedded inquiry learning approaches recognising the wealth of collections within the National Library and Archives New Zealand</li><li>• Programmes demonstrate a sound understanding of curriculum objectives, possible outcomes and strategies for enabling and recognising learning</li><li>• Active contribution made to digital and information literacies, developed confidence to support customers to use the online technologies, interactive tools and resources available</li></ul>

What you will do to contribute	As a result we will see
<p><b>Delivery of informal learning programmes</b></p> <ul style="list-style-type: none"> <li>• Coach, guide and support customers to develop capabilities for self-reliant access to Library services.</li> <li>• Contribute to the development of informal learning programmes (led by the Team Leader)</li> <li>• Participate and contribute to an agreed programme of tours, events, exhibitions and displays as required, including preparing and presenting group tours, talks, tutorials.</li> <li>• Develop an in-depth knowledge of National Library collections, digital products and services.</li> <li>• Develop an in-depth knowledge and understanding of National Library customer segments and their information needs.</li> <li>• Develop and maintain confidence in providing services to diverse communities</li> <li>• Participate effectively as a member of the Learning Team, including taking a flexible approach to work requirements and maintaining effective communication and working relationships across Public Programmes.</li> <li>• Work closely with Kaiarahi to support front of house operations.</li> <li>• Where appropriate support facilitation and delivery of wider public programmes events as directed by the Manager Public Programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Informal learning programmes meet visitor/customer/user expectations</li> <li>• Customers engaged and enabled to be self-guided through library services</li> <li>• Demonstrated capacity to contribute to and deliver high quality education programmes, and wider public programmes for customers and visitors</li> <li>• Staff working to agreed roster and additional occasional events and weekend commitment</li> </ul>
<p><b>Administration and planning</b></p> <ul style="list-style-type: none"> <li>• Coordinate and administer school and group bookings for the Public Programmes offerings in line with current policy</li> <li>• Ensure customers receive timely advice and accurate information and support</li> <li>• Provide administrative support when requested by the Manager Public Programmes and Team Leader Ako and Manaakitanga.</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• Behaviours that encourage whole-of-organisation collaboration and learning for the purpose of increasing synergies and maximising effectiveness</li> <li>• Capabilities and resourcing are in place to support the organisation in delivering on outcomes and ensure action is taken to identify and address own capability gaps</li> <li>• 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</li> <li>• The process of continuous review and improvement is inherent throughout all elements of the team</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Performance and Capability</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Continually self-assess and review own performance outcomes and achievements, taking action to address non delivery on agreed outcomes</li> <li>• Ensure action is taken to identify and address own capability gaps</li> <li>• Demonstrate behaviours that encourage whole-of-organisation collaboration and learning, with the aim of increasing cooperation and maximising effectiveness</li> <li>• Contribute to a process of continuous review and improvement throughout all elements of the team</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance and contribution to organisation wide forums and team meetings</li> <li>• Participation in regular meetings with team leader, and update performance review documentation as required</li> <li>• Examples of developed or innovated services being implemented</li> <li>• Contribution made to discussions, meetings and planning</li> </ul>
<p><b>Partnership with customers</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers engaged, supported and enabled to use our spaces</li> </ul>
<p><b>Partnership with Māori</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Tikanga established and shared with all users of the Library</li> </ul>
<p><b>Treaty of Waitangi</b></p> <ul style="list-style-type: none"> <li>• Support Treaty of Waitangi obligations being met through the achievement of business objectives.</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Health and safety (for self)</b></p> <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> </ul> <p>Cooperate in implementing return to work plans</p>	<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>• Health and safety guidelines are followed</li> </ul>
<p><b>Health and safety (for public)</b></p> <ul style="list-style-type: none"> <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>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Public Programmes Staff	✓	✓	✓	✓		✓
	Other DIA staff	✓	✓	✓	✓		
External	Visitors to the Library onsite and online	✓	✓	✓	✓		
	Other government agencies		✓		✓		

Your delegations	
Human Resources and financial delegations	Z
Direct reports	Nil

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="#">Valued Contributor</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Problem solving</li> <li>• Critical thinking</li> <li>• Interpersonal savvy</li> <li>• Navigating complexity</li> <li>• Communicating with influence</li> <li>• Technical and specialist learning</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience working with schools and education providers to deliver curriculum based learning programmes,</li> <li>• Experience applying inquiry learning techniques or willingness to learn</li> <li>• Experience or affiliation within a Kura Kaupapa environment</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Good understanding of the New Zealand schools' curricula and a commitment to Treaty and cultural education or willingness to learn</li> <li>• Confident in the use of Tikanga and Te Reo Māori or the ability and willingness to learn</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent facilitation and interpersonal skills</li> <li>• Maintains an up to date knowledge and awareness of trends and developments in providing future focussed learning and teaching strategies</li> <li>• Demonstrated high level of commitment to customer service</li> <li>• Ability to work effectively in a team</li> <li>• Ability to use computer packages e.g. the Microsoft Office suite of software</li> </ul>

Your success profile for this role	What you will bring specifically
	<b>Other Requirements:</b> <ul style="list-style-type: none"><li>• Tertiary qualification is desirable or relevant experience</li></ul>