



Job description

Haere mai

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

Reading Services Assistant

National Library, Information and Knowledge Services

The Reading Services Assistant is responsible for assisting the Reading Services team to provide effective information services to schools and other clients to agreed standard.

- **Reporting to:** Team Leader Reading Services for Schools
- **Location:** Auckland/Christchurch
- **Salary range:** Delivery C

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

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>Circulation and Collection Management</p> <ul style="list-style-type: none"> • Issuing and discharging loans, despatch and returns • Undertake shelving of books • Contribute to the development and regular updating of circulation policies and procedures. • Other specific circulation tasks as required. 	<ul style="list-style-type: none"> • Customers receive their resources when they need them and that returns are managed well. • Collection is easily accessible for our customers.
<p>Centre Support</p> <ul style="list-style-type: none"> • Provision of assistance with event management and venue support by assisting with room set up and book issuing, and supporting visitors to the centre as required • Contribution to onsite support to the centre for needs relating to the property management, supplies provision and security • Provide visitor and event support service if required 	<ul style="list-style-type: none"> • Talks to customers (internal or external) to find out what they want and how satisfied they are with what they are getting • Presents a cheerful, positive manner with customers and visitors. • Shares knowledge and information with customers • Positive feedback received from customers on quick and effective resolution of customer problems • Facilities preparation carried out to a high standard and receives positive feedback.
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Take responsibility for keeping self free from harm • Follow safe working procedures • Report incidents and hazards promptly and suggest remedies where appropriate • Know what to do in the event of an emergency • Co-operate in implementing rehabilitation plan 	<ul style="list-style-type: none"> • Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Inform	Deliver to
Internal	Team Leader Reading Services for Schools	✓	✓	✓	✓
	Services to Schools Managers				✓
	Services to Schools Staff		✓	✓	✓
	National Library Staff				✓
External	Schools			✓	✓
	Couriers, suppliers				✓

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:</p> <ul style="list-style-type: none"> • Customer Focus • Continuous improvement • Teamwork and peer relationships • Action oriented • Self-development and learning • Functional and technical skills 	<p>Experience:</p> <ul style="list-style-type: none"> • Proven experience in general, clerical and administration work <p>Knowledge:</p> <ul style="list-style-type: none"> • Basic familiarity with standard computer packages • Knowledge of basic library routines and procedures • An interest in, and knowledge of the New Zealand educational system <p>Skills:</p> <ul style="list-style-type: none"> • Ability to undertake some heavy lifting • Ability to deal with high volume work during busy times • Well organised • Ability to work with a diverse group of staff and customers <p>Other requirements:</p> <ul style="list-style-type: none"> • NCEA Level 2, University Entrance or Sixth Form Certificate or equivalent