



Job description

Haere mai

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

Facilitator - National Capability Services

National Library, Information and Knowledge Services

The Facilitator – National Capability Services is responsible for delivering professional leadership and advice to schools. They are responsible for developing capability in the library and education sectors by facilitating engagement, learning and connections between schools, school communities and online networks. Our capability services include professional learning and development opportunities, targeted profession learning programmes and professional learning material across the priority areas of reading engagement, digital literacy and modern library learning environments.

The Facilitator – National Capability Services Priority Learners will contribute across the programme, with a particular focus on programmes to support priority learners.

- **Reporting to:** Team Leader Capability Services for Schools
- **Location:** Auckland, Christchurch, Wellington, Whanganui, Hamilton, Kerikeri, Dunedin
- **Salary range:** Delivery G

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. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

What you will do to contribute	As a result we will see
<p>Development and Facilitation</p> <ul style="list-style-type: none"> • Development and facilitation of professional development and targeted programmes and capability services through a range of delivery channels. • Contribution towards the development of resources to support programme delivery by collaborating with colleagues in Online Services and Reading Services teams. • Participating and contributing to national development initiatives and pilot programmes to support the implementation of new services • Facilitation of online and face to face delivery of Targeted Innovation programmes. • Targeted in school support and programmes as defined in the Services Strategy and Integrated Services Model. • Providing expertise and support to schools on the development and management of 21st century school libraries through multi-modal delivery channels (for example, participation and contribution to 0800 Advisory Service, Services to Schools online delivery channel) and other channels as agreed. 	<ul style="list-style-type: none"> • Services to Schools are recognised as providing high quality professional content, services and programmes with positive impacts achieved. • Staff knowledge and skills are evident in the programmes and services produced. • High quality resources to support priority learners are developed and made accessible.
<p>Relationship building</p> <ul style="list-style-type: none"> • Participating in a range of national and regional forums, networks and collaborations to build relationships, strengthen awareness of customer needs, facilitating collaborative problem-solving and strategies to maximise the school library's impact for learners. • Building strong relationships with targeted and priority learner communities • Working with school librarians, teachers, targeted communities and priority learner communities to meet their needs, including support for Māori and Pasifika educational achievement 	<ul style="list-style-type: none"> • Seen as high performing, highly engaged and innovative team member who inspires others to achieve. • Positive and productive internal and external relationships are evident. • Collaborative and partnership approaches are developed and sustained to achieve impact.

What you will do to contribute	As a result we will see
<p>Performance</p> <ul style="list-style-type: none"> Developing and maintaining a current broad knowledge base across the Library, Educational and Digital sector and the unique needs of targeted communities and priority groups Commitment to the Services to Schools strategy by actively supporting the development and implementation of the new service delivery model Actively participates as an action researcher to find innovative solutions for service improvement 	<ul style="list-style-type: none"> Staff knowledge and skills are evident in services developed and delivered The services provided receive wide recognition for the quality and contribution they make High quality services and programmes to support priority learners are developed and made accessible. Seen as an active learner, who builds the skills and works with others to find innovative solutions for service improvement.
<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	Influence	Inform	Manage/lead	Deliver to
Internal	Services to Schools managers and staff	✓	✓	✓	✓		✓
	Other National Library, IKS, DIA colleagues	✓	✓	✓	✓		✓
External	Community based education agencies and organisations, networks and information providers focussed on libraries, literacy and learning	✓	✓	✓	✓		✓
	Customers – school management teams, school library staff, teachers and learners	✓	✓	✓	✓		✓

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 Specialist.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> Problem solving Critical thinking Interpersonal savvy Navigating complexity 	<p>Experience:</p> <ul style="list-style-type: none"> Demonstrated success in developing and delivering professional learning and development programmes in an education or library context, across a range of channels (face to face and online). Demonstrated experience in working in an online environment to deliver professional learning programmes and develop web based content.

Your success profile for this role	What you will bring specifically
<ul style="list-style-type: none"> • Communicating with influence • Technical and specialist learning 	<p>Knowledge:</p> <ul style="list-style-type: none"> • Demonstrated knowledge and understanding of directions and developments in the New Zealand schooling sector, including kura, wharekura and the library /information sector, • Ability to draw on networks and identify wider education trends, including in Māori education, to contribute to delivering programmes to meet identified priority needs. • Knowledge of the New Zealand curriculum and the school library landscape in New Zealand and internationally, awareness of the challenges and opportunities this presents. • Knowledge of programme development approaches to support adult learning styles across a range of settings (face-to face, online self-paced or facilitated). • Knowledge of National Library collections, services and policies as they relate to schools • Knowledge of childrens’ and young adult literature. <p>Skills:</p> <ul style="list-style-type: none"> • Skilled facilitator of adult learning across a range of settings • Excellent advocacy and communication skills (written, oral and listening) • Self-motivated, with problem solving and decision-making skills. • Ability to identify wider education trends, including Pasifika and Māori education and to contribute to developing successful service development approaches <p>Other requirements:</p> <ul style="list-style-type: none"> • Tertiary qualification in librarianship and /or teaching and relevant experience in programme management. • Relevant e-learning and e-facilitation knowledge and experience.