



Job description

Haere mai

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

Team Leader Circulation – Systems and Operations

National Library, Information and Knowledge Services

The Team Leader Circulation is responsible for leading the circulation team based in Auckland, contributing to successfully delivering lending services from Auckland that support reading engagement and learning for teachers and learners across the North Island.

The Team Leader Circulation is a skilled people and operational leader who will build a positive and high performing team culture. This is a key role which requires exceptional communication team leadership and systems thinking skills, and the ability to develop creative solutions to operational challenges.

- **Reporting to:** National Manager Reading Services for Schools
- **Location:** Auckland
- **Salary range:** Band H, Delivery

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 āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake 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>Leadership</p> <ul style="list-style-type: none"> • Provides professional leadership to support the circulation team in delivering resource services that support reading engagement and learning in New Zealand schools • Leads the team in planning and delivering the work programme to support the successful delivery of the reading service for all customers • Provides professional leadership in understanding library systems and processes and how these should operate effectively to ensure the successful delivery of the lending service for schools distribution function • Leads the team in managing the storage, despatch and return of print collections in Auckland • Contributes to strategic leadership of Reading Services and to wider strategic developments supporting our strategic priorities 	<ul style="list-style-type: none"> • Team is supported to contribute to delivering the lending service • Collection management processes and systems maximise reading services librarians access to the resources, ensuring high use of the collections to support learning programmes
<p>Building Effective Teams</p> <ul style="list-style-type: none"> • Builds staff capability and confidence to support the delivery of lending services for schools • Demonstrates knowledge of the business and support for the team by working alongside the circulation team as required • Manages the team effectively and efficiently, maintaining good relationships with colleagues across Services to Schools and the wider department • Contributes to business planning and reporting • Ensures the Auckland Circulation team, Christchurch Circulation and Reading Services teams are supported to develop as one team through regular communication across the teams and shared work programmes • Ensures workloads are managed and casual resource used when appropriate 	<ul style="list-style-type: none"> • Staff work together as a supported, cohesive team and their engagement is evident • Staff have good systems and processes to follow and these are monitored and continually improved • Staff are committed to providing excellent customer services to internal and external customers

What you will do to contribute	As a result we will see
<p>Lifting Performance</p> <ul style="list-style-type: none"> • Leads change and systems development initiatives • Builds capability and confidence within the team • Close collaboration with the Team Leader Reading Services to ensure the seamless delivery of the lending service • Maintains a professional knowledge base in library circulation systems, services and operations • Leads the implementation of the agreed capability and learning plan, supporting team members to develop skills and proactively finds innovative solutions for service improvement 	<ul style="list-style-type: none"> • Seen as high performing, highly engaged and innovative team member who inspires the team to achieve and deliver excellent customer services • Effective cross team collaboration in delivering the lending service and managing peak demand periods for resources • Seen as a leader of learning who supports innovative solutions by empowering the team to get the best quality outcomes for the customers
<p>Customer Focus</p> <ul style="list-style-type: none"> • Monitors evaluates and acts to ensure high levels of customer satisfaction with service 	<ul style="list-style-type: none"> • The team achieves wide recognition for the value and impact of their work
<p>Health and safety (for self and team)</p> <ul style="list-style-type: none"> • Take responsibility for keeping self and team free from harm • Follow safe working procedures • Report all incidents and hazards promptly and suggest appropriate remedies • Know what to do in the event of an emergency • Ensure staff are informed of Health and Safety requirements in the workplace and are equipped to carry out their work safely • In conjunction with the National Manager Reading Services for Schools, ensure prompt and accurate reporting and investigation is carried out for all workplace incidents and injuries • Assess hazards promptly and ensure they are managed accordingly 	<ul style="list-style-type: none"> • All requirements of DIA's Health and Safety policy and procedures are met

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/ lead	Deliver to
Internal	Services to Schools managers		✓	✓	✓		✓
	Services to Schools staff		✓	✓	✓		✓
	Circulation Team Auckland	✓		✓	✓	✓	
	Reading Services Team	✓	✓	✓	✓		✓
	Other National Library, IKS, DIA colleagues	✓	✓	✓	✓		
External	Customers – school management teams, school library staff, teachers and learners	✓	✓	✓	✓		✓
	Stakeholder groups, education sector agencies, vendors and organisations	✓	✓	✓	✓		✓

Your delegations as a manager	
Human Resources and financial delegations	F
Direct reports	6

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 People Leader.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Setting expectations • Encouraging innovation • Building effective teams • Identifying talent and developing others • Motivating others to achieve results • Developing business acumen <p>We want our managers and team leaders to:</p> <ul style="list-style-type: none"> • Act as motivating and resilient leader of high performing people and teams who deliver results to support our goals • Lead success and achievement through others 	<p>Experience:</p> <ul style="list-style-type: none"> • Extensive people & resources management experience in a customer-facing library or distribution services context • Proven experience in the provision of significant service delivery operations • Up to date knowledge of trends and developments in providing future focussed library systems and staff development <p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge and interest in library services for schools and young people • Knowledge of library management systems and procedures, including collection management and circulation systems <p>Skills:</p> <ul style="list-style-type: none"> • Excellent people leadership, coaching and management skills

Your success profile for this role	What you will bring specifically
<ul style="list-style-type: none">• Demonstrate leadership for initiatives and organisational activities for Services to Schools	<ul style="list-style-type: none">• Analytical and problem solving and decision-making skills• Library services and systems management skills• Well-developed communication and advocacy skills <p>Other requirements:</p> <ul style="list-style-type: none">• A relevant tertiary qualification in librarianship or commensurate experience in operations and process management