

Service Coach AnyQuestions

National Library, Information and Knowledge Services

The Service Coach is responsible for developing operator capability and enabling the nationwide AnyQuestions/Many Answers team to deliver excellent service to customers. The Service Coach will take a specialist role in the development of the AnyQuestions community of practice around operator performance. They are responsible for facilitating training, providing learning and development resources, and supporting operator success through mentoring and performance review. The AnyQuestions/Many Answers service provides digital learning opportunities for New Zealand school students and education sector partners through a live online chat experience, supplemented by online guides and resources that encourage digital fluency.

The Service Coach will be a valued team member who positively contributes to achieving results to support our vision that young people have access to effective and connected library services that support their development as readers and digitally literate learners.

- **Reporting to:** Service Manager AnyQuestions
- **Location:** Auckland or Wellington
- **Salary range:** Band G in the Information Management

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



What you will do to contribute	As a result we will see
<p>Coaching for performance</p> <ul style="list-style-type: none"> • Contribute knowledge of adult learning models and digital citizenship in New Zealand to develop, facilitate and deliver (as required) training and professional development, tools and resources, supporting capability building services. • Actively assess training needs across the partner organisations and work with the Service Manager to develop strategic learning initiatives as required. • Providing expertise and support to partner organisation on the development and management of their operator teams. • Complete high level transcript review of all AnyQuestions operators against service standards and provide individualised feedback to operators against service benchmark on an annual basis. • Make effective use of the AnyQuestions Operator and Management blog and/or other communications tools, adding value to the service by targeting content to the developmental and informational needs of operators. • Build a shared commitment to the direction of the AnyQuestions/Many Answers service, and achievement of its outcomes, and a customer focused culture across the operator team. • Model best practice by actively engaging in service delivery of AnyQuestions for 3 hours per week to ensure currency of skills and knowledge. • Work closely with the Service Manager to ensure that the AnyQuestions service is staffed appropriately based on the agreed roster with service partners. 	<ul style="list-style-type: none"> • High quality online professional learning resources are available to support professional development and receive high use and positive feedback from operators. • AnyQuestions/Many Answers is recognised as providing high quality digital literacy and content with positive impacts achieved. • Operator procedures are carried out to a high standard, in a timely manner and receive positive feedback from customers. • Expertise is recognised and sought after for collaborative approaches to development. • Staff knowledge and skills are evident in services delivered. • Identifies and acts on opportunities to improve service and support customers.
<p>Relationship building</p> <ul style="list-style-type: none"> • Close collaboration between all partner organisations to ensure a seamless deployment of librarian services. • Collaborative working relationships with other members in the Online Services team and Services to Schools staff, and other teams across IKS. 	<ul style="list-style-type: none"> • Positive and productive internal and external relationships are evident. • Partner libraries find it easy to work with Services to Schools and find our contribution as bringing considerable value.



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<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. High quality services and programmes to support operator performance are developed and made accessible. The services provided receive wide recognition for the quality and contribution they make. 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	Customers – school library staff, teachers and learners	✓	✓	✓	✓		✓
	Customers – partner organisations, local coordinators and operator teams	✓	✓		✓	✓	✓

Your success profile for this role	What you will bring specifically
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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 • Communicating with influence • Technical and specialist learning 	<p>Experience:</p> <ul style="list-style-type: none"> • Demonstrated experience of coaching people in a complex environment and an appreciation for different learning styles • Demonstrated successful experience in developing online resources in a range of formats to support adult learners in a web based environment. • Demonstrated experience in designing content for the web, working in a web based environment using a variety of platforms, products, tools and approaches. <p>Knowledge:</p> <ul style="list-style-type: none"> • Understanding of the principles of the Reference Interview and its use and implications in an online context. • Knowledge of resource development approaches to support adult learning styles across a range of settings (face-to face, online self-paced or facilitated). • Knowledge of the New Zealand Curriculum, alongside the school library and digital learning landscape in New Zealand and internationally, and awareness of the challenges and opportunities this presents. <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). • Research and content curation skills. • Digital literacy skills. • Excellent editing skills and written communication skills, writing for the web in an education context. • Excellent planning, problem solving and time management skills – able to deliver to deadlines. <p>Other requirements:</p> <ul style="list-style-type: none"> • Tertiary qualification in librarianship and/or teaching and relevant qualification/experience in supporting adult learning and development.

