

## Your Position

<b>Your job</b>	<b>Library Supervisor (Weekdays)</b> <b>Kaitiaki Whare Pukapuka</b>
<b>Your group</b>	Community & Partnerships
<b>Your team</b>	Library
<b>Your manager</b>	Manager Client Services, Sarah Smith
<b>Your base</b>	Council premises within Porirua

## What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

### Our strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

### How we work together:

- Whakakotahi - Team up  
Mā te mahi tahi e puta ai he hua ki tō tātou hapori  
Together we make a difference for our community
- Mahi Atamai - Work smart  
Ka whakapātari i a tātou anō kia pai ake ai ngā hua  
We challenge ourselves to do things better
- Whakatinanatia - Make it happen  
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga  
We use our energy and skills to get things done

## Your team's purpose

Community & Partnerships purpose is to:

- lead Council's strategic initiatives that support and manage business and commercial growth
- strengthen strategic relationship management for Council and maintain oversight of the partnership with Ngāti Toa Rangatira
- lead the Council's partnership approach with key stakeholders and community groups
- deliver community services, including library, recreation and cultural services

## Library's purpose

Porirua City Libraries' purpose is to:

- provide a range of library services, collections, and spaces to the residents of Porirua City that support the community in relation to literacy, knowledge, information, research and study, recreation, and leisure activities

## Your purpose

The Library Supervisor's role is to:

- assist the Client Service Manager in delivering quality customer service to users of the City Centre Library;
- develop and lead a customer centric team of Library Assistants

## Who you'll be working with

Your direct reports	<ul style="list-style-type: none"><li>• Library Assistants (PP) (6)</li></ul>
Your indirect reports	<ul style="list-style-type: none"><li>• Other Library staff rostered to the circulation desks at City Centre Library.</li></ul>
External people and groups	<ul style="list-style-type: none"><li>• Government, public organisations and business</li><li>• Members of the public and community organisations</li><li>• Tourism industry</li><li>• Iwi</li><li>• Other local authorities</li><li>• Contractors, consultants and suppliers</li><li>• Industry groups</li></ul>
Internal people and groups	<ul style="list-style-type: none"><li>• Managers and staff at all levels of the organisation</li></ul>

## Your responsibilities

What you'll do	How you'll do it
Leadership and Management	<ul style="list-style-type: none"> <li>• Manage your direct reports to achieve results by setting performance expectations, providing guidance and development, monitoring individual and team performance and providing constructive feedback and support when required.</li> <li>• Ensure the efficient running of frontline library services through staffing management, roster development and day-to-day oversight</li> <li>• Manage the induction processes for new staff at City Centre Library and support the upskilling and capability of existing staff through training initiatives and innovation.</li> <li>• Actively participate as a member of the Library Client Services team.</li> </ul>
Operational Delivery	<ul style="list-style-type: none"> <li>• Supervise the City Centre Library public facing circulation functions</li> <li>• Management of assigned library collections</li> <li>• Rostering and training staff carrying out public facing circulation functions</li> <li>• Develop and review processes for managing situations and identify trends that impact the customer's experience at the City Centre Library</li> <li>• Manage the Housebound Service</li> <li>• Act as backup to the Client Services Manager role</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Establish and maintain relationships with key stakeholders and business and industry groups</li> <li>• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive</li> </ul>
Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Build commitment of our vision, strategic directions, values and services</li> <li>• Willingly undertake any duty required within the context of the position</li> <li>• Adhere to our Code of Conduct</li> <li>• Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event</li> </ul>

## Your skills, experience and qualifications

<p>It's essential that you:</p>	<ul style="list-style-type: none"> <li>• hold a New Zealand recognised library qualification or equivalent</li> <li>• have a passion for growing and empowering individuals to drive performance, and the ability to lead staff to provide a level of customer service that is exemplary</li> <li>• have experience providing an excellent customer experience in a public facing role</li> <li>• have experience working with people as a leader and influencer, preferably in a supervisory capacity</li> <li>• Have a flexible approach, commitment to customer experience and natural ability to relate well to people of all ages and backgrounds</li> <li>• have excellent communication skills and are well organised, have strong problem-solving skills and a passion for making things tick</li> <li>• Have experience working with Microsoft Office suite and knowledge of other common officer software tools</li> <li>• Understanding and commitment to health and safety in the workplace</li> <li>• Understanding and commitment to diverse workplaces</li> <li>• Understanding and commitment to the Treaty of Waitangi and bicultural issues</li> </ul>
<p>It'd be great if you also have:</p>	<ul style="list-style-type: none"> <li>• Experience of directly managing staff in a library environment</li> <li>• Experience establishing and maintaining a daily roster for public facing staff</li> </ul>

Last updated April 2026



Porirua City Council supports an inclusive and welcoming environment and is a member of Te Uru Tāngata.