



POSITION DESCRIPTION

POSITION:	Library Assistant
FACULTY/SERVICE:	Library
REPORTS TO:	Library Team Leader
DIRECT REPORTS:	Nil
DELEGATIONS:	Nil

FUNCTIONAL RELATIONSHIPS

Internal

Library Team Leader
Other Library Staff
Students
All Other Staff

STATEMENT

The core purpose of Whitireia is to build futures with our students and communities and all employees' roles are expected to incorporate and reflect Te Tiriti o Waitangi, the Vision and Values/Principles of Whitireia:

Vision - Whitireia will lead and illuminate its communities through tertiary education

Te Tiriti o Waitangi - Take all practical steps to create and maintain a culturally sensitive environment for staff, students and other persons. Where appropriate attend training about Te Tiriti o Waitangi and/or biculturalism

Whitireia Values - Demonstrate professional practices that reflect the Whitireia values and principles

POSITION PURPOSE

To provide high quality, professional, client-centred, library services to Whitireia students, staff and visitors.

PRINCIPAL ACCOUNTABILITIES

Library Services

Assist with general administrative tasks, processing and repair of library materials, shelving, e-texting, intercampus loans, statistics and displays. Sole charge of the library when required.

Provide support for other functions of the library when required and as skill set allows.

Customer Focus

Provide professional proactive customer-oriented services. This responsibility includes taking account of customer needs and activities.

Records Management

Maintain relevant and appropriate documentation for administrative purposes and according to the Public Records Act 2005 requirements.

Health and Safety

Take all practical steps to create and maintain a safe and healthy environment for employees, students and other persons.

Special Role Requirements

This position requires the incumbent to be available for flexible hours, including Saturday work and evening work until 8 pm.

CHANGES TO THIS POSITION DESCRIPTION

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PERSON SPECIFICATION

Qualifications/Experience

Essential:

Basic computer skills
Accurate and methodical approach to tasks
Able to work independently and as part of a team

Desirable:

Library experience
Excellent communication skills

Personal Attributes

Friendly, customer focused manner
Willingness to learn and show initiative

COMPETENCIES

Competencies are grouped into three main areas:

- Personal Capability (self)** - how an individual conducts themselves at work
- Effective Relationships** - relating to an individual's interpersonal behaviours
- Effective Practices** - how an individual undertakes and completes their work

The following generic competencies apply to all employees:

Personal Capability

Demonstrates strategic focus	<ul style="list-style-type: none"> • Demonstrates and applies knowledge of the connections between the broader tertiary education environment, and the strategic directions, goals and policies of Whitireia and applies these in practice • Contributes to developing and implementing practical strategies with/for our communities Participates in the broader professional and cultural life of the organisation
Upholds organisational values	<ul style="list-style-type: none"> • Implements te Tiriti o Waitangi, Whitireia values, Code of Ethics and Code of Conduct in everyday practice • Demonstrates openness to, communicates with, and relates appropriately to diverse cultural needs and viewpoints • Uses culturally appropriate processes and protocols in the work context
Focuses on outcomes	<ul style="list-style-type: none"> • Performs tasks to achieve the outcomes and outputs of the position • Assesses the impact and implications of own performance on the organisation
Participates actively in self evaluation, review and professional development	<ul style="list-style-type: none"> • Critically reflects on work and uses feedback to identify strengths and areas for development • Pursues opportunities to engage in professional development to enhance expertise and practice • Maintains and develops capability to work with diverse communities and external industry and professional networks

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Effective Relationships

Demonstrates Student/Customer/Stakeholder Focus	<ul style="list-style-type: none"> Identifies and responds appropriately to the diverse needs of students and other internal and external customers /stakeholders Maintains appropriate behaviour and boundaries as described in Whitireia policies, including Health & Safety , Code of Conduct
Establishes effective relationships	<ul style="list-style-type: none"> Listens actively to and considers the ideas and opinions of others Communicates ideas and information in language style and medium appropriate to the intended audience Develops and maintains effective working relationships both within and outside the organisation to achieve agreed outcomes
Works collaboratively in team	<ul style="list-style-type: none"> Participates in planning achieving and evaluating team goals and purpose Shares information, knowledge and skills that enhance team/organisational function Identifies organisational opportunities and promotes these effectively to others Encourages organisational learning approach Takes leadership role in areas of expertise to achieve organisational goals

Effective Practices

Manages work to meet outcomes	<ul style="list-style-type: none"> Develops and implements a plan with clear steps to achieve required position outcomes Follows up to determine the effectiveness of actions Uses and manages information to be well informed and keep effective work records Gives and receives appropriate and effective feedback Evaluates activities (using a range of feedback) for continuous improvement based on changing circumstances and information
Applies solution strategies to problems	<ul style="list-style-type: none"> Balances the outcome requirements with relevant people needs Uses professional judgement and evidence to anticipate potential issues and produce workable solutions a range of problems Works with differences to reach a shared agreement Manages conflict and gains clear agreement and commitment from others Contributes solutions to systems where appropriate
Uses organisations systems	<ul style="list-style-type: none"> Operates effectively within the policy framework and legislative obligations Uses organisation's and team's systems, policies and processes Uses Whitireia resources effectively efficiently and sustainably

Computer literacy competencies

Effective Practices

Whitireia specific skills	<p><i>Health and Safety</i></p> <ul style="list-style-type: none"> Demonstrates an understanding of ergonomic principles for computer workstations <p><i>Whitireia Intranet</i></p> <ul style="list-style-type: none"> Demonstrates familiarity with the Intranet and the types of information that can be accessed
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	<p><i>Whitireia Network</i></p> <ul style="list-style-type: none"> • Demonstrates familiarity with the Network including logging in and permissions
Software	<p><i>File Management</i></p> <ul style="list-style-type: none"> • Understands the organisational structure and, using the Whitireia document creation guidelines and file naming convention, correctly stores documents (using taxonomy) in appropriate location <p><i>Email</i></p> <ul style="list-style-type: none"> • Uses the email system to a proficient standard <p><i>Outlook calendar and scheduling</i></p> <ul style="list-style-type: none"> • Uses the calendar effectively <p><i>Internet</i></p> <ul style="list-style-type: none"> • Utilises the internet efficiently as position requires
Microsoft Office suite	<p><i>Word</i></p> <ul style="list-style-type: none"> • Produces documents using a range of setup, text and paragraph options. Understands the different print and save options. <p><i>Excel</i></p> <ul style="list-style-type: none"> • Produces spreadsheets using a range of setup, data formatting, simple formulae and charts and understands the different print and save options <p><i>Powerpoint</i></p> <ul style="list-style-type: none"> • Creates presentations and understands the different print and save options
Multi function devices (MFDs)	<p><i>Printing and Photocopying</i></p> <ul style="list-style-type: none"> • Uses MFDs to photocopy, print, scan and fax documents and can replace the ink cartridge and clear jams

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