

# Tūranga Mahi / Position Description: *Customer Experiences Lead*

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***Nāu te rourou, nāku te rourou ka ora ai te iwi***  
*With your basket of knowledge, and my basket of knowledge, all will be well*

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Our people are central to achieving Council's Priorities and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- **Performance Orientation:** A high performer consistently delivering performance outcomes
- **Solutions Focused:** Committed to customer-centred continuous improvement
- **Teamwork:** Contributes effectively within a team providing leadership where appropriate
- **Relationships:** Well-developed interpersonal, and relationship engagement and management skills
- **Collaboration:** Works collaboratively across teams and functions within a matrix organisation
- **Accountability:** Willingly takes accountability and engage in problem solving
- **Te Ao Maori:** Proficiency in te reo Māori me ōna tikanga appropriate to their role<sup>1</sup>.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community.

Our top priority is to ensure the health, safety and wellbeing of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health, safety and wellbeing of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the District. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures.

## **TE ĀHUA O TE MAHI - POSITION SPECIFICATION**

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<sup>1</sup> This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency.

<b>MAHI - POSITION:</b>	Kaiurungi Kiritaki - Customer Experience Lead
<b>RANGATIRA - REPORTS TO:</b>	Kaihautū Te Aka Mauri - Library Director
<b>KĀHUI - GROUP:</b>	Community Experience
<b>TAUNGA MAHI - LOCATION:</b>	Te Aka Mauri/Library
<b>PŪTAKE - POSITION PURPOSE:</b>	To lead and manage a team of customer facing staff providing excellent customer service that supports the changing needs of customers and builds customer satisfaction.
<b>NGĀ WHAKARITENGA - DELEGATIONS</b>	<p>Direct reports:</p> <ul style="list-style-type: none"> <li>• Customer Experience Supervisors x3</li> <li>• Library to You Co-ordinator</li>   <li>• Budget responsibility: Nil</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal</b>	<ul style="list-style-type: none"> <li>• Mayor and Elected Members</li> <li>• Te Tatau o te Arawa</li> <li>• CE's Group</li> <li>• Manahauatu Te Arawa Partnership</li> <li>• Destination Development</li> <li>• Organisational Performance &amp; Innovation</li> <li>• Infrastructure &amp; Assets</li> <li>• Community Experience</li> <li>• People &amp; Culture</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External</b>	<ul style="list-style-type: none"> <li>• Council stakeholders</li> <li>• Contracted service providers</li> <li>• Technical professionals in your field</li> <li>• Consultants and Contractors</li> <li>• Auditors</li> <li>• Local Iwi groups</li> <li>• Neighbouring local authorities</li> <li>• Mayor and Elected Counsellors</li> <li>• Local Government New Zealand (LGNZ)</li> <li>• Tairaurā</li> <li>• Media and professional groups</li> <li>• Regional Council</li> <li>• Chamber of Commerce</li> <li>• Te Arawa Entities</li> <li>• Rotorua Community</li> </ul>

<p><b>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</b></p>	<p>Leadership and delivery of quality, first point of contact, in house and community based library services that are:</p> <ul style="list-style-type: none"> <li>• customer-centric and solutions focused</li> <li>• build customer satisfaction</li> <li>• encourage continued and expanded awareness and use of library collections, resources, services, programmes and events.</li> </ul> <p>Take responsibility for setting the direction for the Customer Experiences team co-ordinating with the wider library leadership group to ensure alignment with the Library Business Plan, and delivery and reporting on service outcomes.</p> <p>Support the Director to establish opportunities to improve customer engagement and services.</p> <p>Develop clear expectations and manage performance of direct reports to ensure all aspects of operational delivery are planned, coordinated, cohesive and well communicated to the teams.</p> <p>Guide, mentor, enable and support direct reports to create a high functioning team environment where teams are engaged, positive, motivated and supported.</p> <p>Responsibility for day-to-day operational performance providing staff support and identifying opportunities for improvements to processes and procedures to enhance staff capability, efficiency, customer experience and overall safety.</p> <p>Manage the overall performance and development of the CE staff with a focus on continuous improvement and enhancing capability and minimising risk.</p> <p>Ensure spaces are safe, accessible and welcoming with fixtures and resources clean, tidy and attractive; working with the wider team to maintain the facility to a high standard; ensuring health and safety policies and procedures are followed.</p> <p>Develop and maintain relationships with internal and external stakeholders/partners to identify, research, plan and deliver initiatives that further develop library services or support meeting customer needs.</p> <p>Operate as a supervisor within the roster as required.</p> <p>Support wider Council outcomes and initiatives.</p> <p><i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.</i></p>
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There will also be the annual delivery of agreed KPIs.

## TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<p><b>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS:</b> (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualification in Business/ Management / Library &amp; Information studies or a related field</li> <li>• Minimum of 2 years proven experience in a team leadership role</li> <li>• Minimum of 4 years' experience in customer service management</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Tertiary library qualification</li> </ul>
<p><b>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</b></p>	<ul style="list-style-type: none"> <li>• Able to demonstrate a high-level understanding of team management and leadership.</li> <li>• Able to demonstrate a high level of understanding and working knowledge of customer service.</li> <li>• Commitment to service excellence.</li> <li>• Proven ability to identify, plan and deliver customer service improvement initiatives/projects.</li> <li>• Strong team player with the ability to effectively coordinate and support working across teams to achieve improved service outcomes.</li> <li>• Solutions focused, multitasker with a proactive and positive attitude.</li> <li>• The ability to define and solve problems using initiative.</li> <li>• Highly developed interpersonal and relationship engagement and management skills.</li> <li>• Ability to stay calm under pressure, manage complex situations and deescalate conflict.</li> <li>• A history of being a high performer who consistently delivers agreed performance outcomes and outputs.</li> <li>• Comfortable working within Māori settings, ideally with knowledge of Te Reo and tikanga Māori.</li> </ul>

**NGĀ UARATANGA -  
VALUES:**

**Tatou Tatou – We Together  
Kotahi Tatou – One Community – One Team**

**WHY WE DO IT.....**

We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others

**HOW WE DO IT.....**

We do this by working in partnership, making it simple and solutions focused

**WHAT WE DO.....**

We provide quality services for our community and people to prosper

***OUR CORE VALUES – PEOPLE FIRST***

**RESPECTFUL:** Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate

**HELPFUL:** Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding

**ENGAGING:** Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive

**INSPIRING:** Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised

**INNOVATIVE:** Find solutions, Progressive, Continuous improvement, Empowered

**BICULTURAL:** Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences