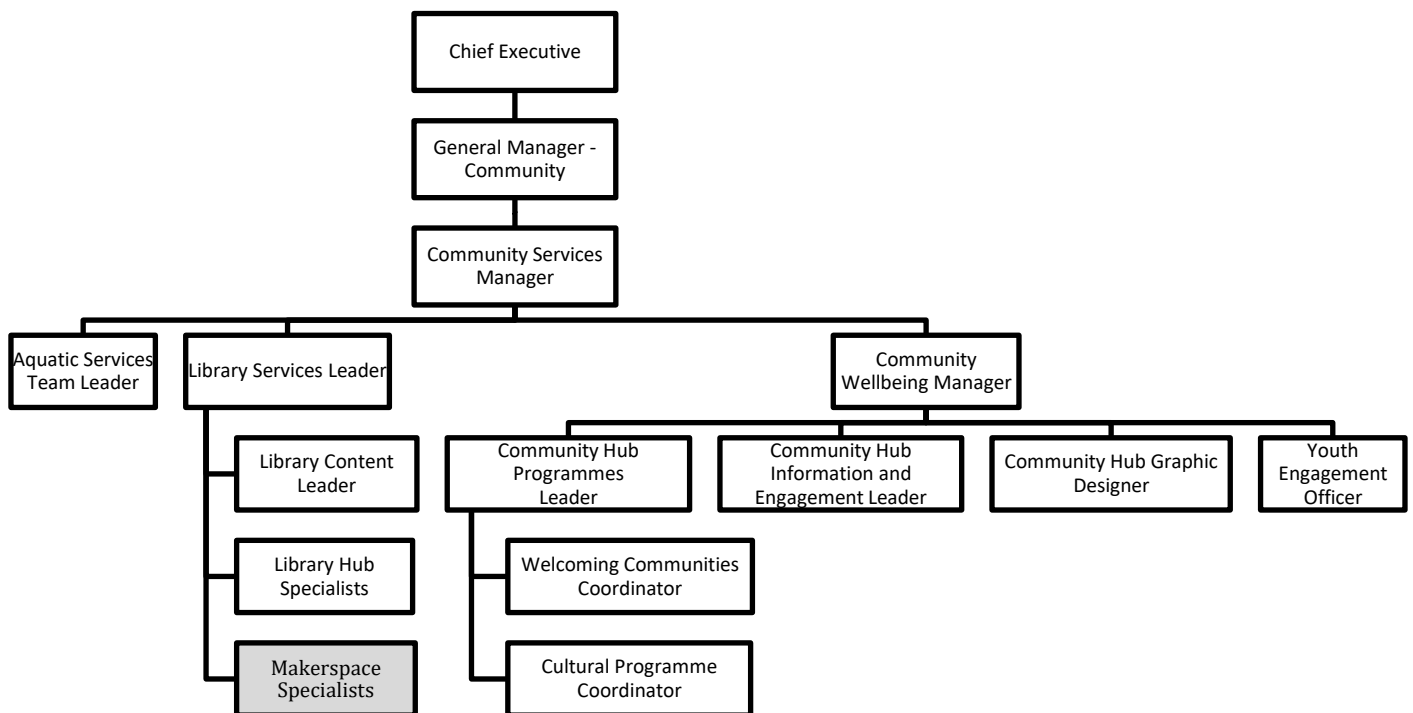


JOB PROFILE

Job title	Makerspace Specialist
Area	Community
Reporting line	Library Services Leader
Job purpose	<p>The purpose of this role is to safely run the Manawātū Community Hub Libraries' Makerspace service.</p> <p>Lead the maintenance and implementation of technology and equipment in the Makerspace and provide support and training to the community hub / library team and our customers for its use. To develop and implement digital literacy, Makerspace and technology focused programmes, activities and events.</p>
Location	Feilding Library

Reporting relationship



About us

Here at the Manawātū District Council, we strive to be a successful, future-oriented organisation providing services that benefit our communities to support a connected, vibrant and thriving Manawātū. Kia papa te tū, kia rangi te tiro. This whakataukī (proverb) describes our connection to our proudly rural roots, our beautiful town, villages and countryside, and describes our aspirations for our community.

The role

The purpose of this role is to safely run the Community Hub Makerspace service that promotes a community driven space and learning environment to help shape the innovators and entrepreneurs of the future. Lead the maintenance and implementation of technology and equipment in the Makerspace and provide support and training to the community hub / library team and our customers for its use. To develop and implement digital literacy, Makerspace and technology focused programmes, activities and events at the community hub/library and through outreach opportunities.

Key relationships

- All staff of the organisation
- Other local authorities
- Local Community – individuals of all ages, businesses, whānau, local Iwi and hapū, clubs, schools, and organisations
- Professional colleagues in the library and information sector and related professionals

Key responsibilities

Makerspace business

- Ensure your knowledge and skills with all technology in the Makerspace is up to date to allow customers to approach you during the general public opening hours to be able to have a go with any piece of equipment.
- Provide exceptional customer experiences by responding to customer enquires in a timely manner. Enquiries can be face to face, telephone and electronic enquiries and transactions.
- Ensure the physical environment of the Makerspace is pleasant, tidy and well maintained, that resources are well displayed and accessible, and that the Makerspace is able to be used and enjoyed by people of all relevant ages and abilities and ethnicity.
- For all technology and equipment in the Makerspace, ensure the optimal running of all equipment by ensuring a maintenance programme is in place to ensure maximum life and uptime of the equipment.
- Provide support to our staff and customers for the use of all technology and equipment in the Makerspace and the wider Community Hub (including outreach opportunities).
- As part of Council's capital works programme, support the Community Services Manager with new and renewal equipment in the Makerspace and wider Community Hub.
- In conjunction with the Community Hub Programmes Team, develop, implement and deliver (or facilitate) a range of engaging and interactive STEAM, digital literacy and Makerspace focussed programmes and activities for the Community Hub / Library service, to support our community in growing their digital literacy.
- Manage - develop, implement and deliver (or facilitate), the Programmes for Schools service ensuring outreach or on site programmes / activities and opportunities are run in collaboration with schools, Kura Kaupapa Māori and home-schooling needs.
- Teach the teachers to use the 'Resources for Schools' available to borrow through the community hub/library.
- Work with the Community Hub Information and Engagement Leader to plan, develop and implement material promoting Makerspace services and digital learning and technology events, programmes, activities and services using a variety of mediums and partnerships.

Manawatū district library business

- Perform back-up day-to-day operational tasks that support the work of others in the team and contribute to the smooth operation of the library service.
- Competently use all electronic systems to carry out transactions and updates (including, but not limited to, Council, Library and booking transactions and social media).
- Participate in the day to day running of the library by appropriately responding to customer enquiries, and assisting with transactional and routine activities including programmes and activities.
- Develop a thorough knowledge of resources and information (including digital resources) to enable informed assistance to customers.

- Actively promote the full range of resources and services (including digital) and encourage the community to participate in events and programmes, or in using new resources etc.

Team Support

- Contribute to the smooth running and effectiveness of all work teams by sharing key tasks, participating in meetings, covering for other staff during busy times, and demonstrating a commitment to collaboration and organisational objectives and values.
- Contribute to the knowledge of the organisation by continuously developing skills in areas which will support colleagues and enhance the overall experience of customers.
- Assume responsibility for additional roles such as, for example, creating displays, managing overdue, banking, helping with exhibitions and performances, assisting with the meeting rooms, etc.
- Share responsibility for services to specific customer groups, e.g. children, youth, older adults, housebound, etc.
- Communicate with colleagues in a timely and positive way, and share learning and ideas for improvement with colleagues.

Qualifications, knowledge and experience

Essential

- Minimum National Certificate Level 4 or equivalent level of education
- 2 years successful experience working in library, community facility, education, recreation, or hospitality sectors
- Demonstrated competence in the use of complex technology / equipment (eg CNC machine, laser cutter)
- Demonstrable competence in writing and communication skills
- Proven ability to explain complex instructions to a learner in a non-technical, easy to understand way
- Strong and proven experience in delivering or coordination of programmes, opportunities and events
- Strong and proven experience in developing, maintaining and leveraging community and stakeholder relationships.
- Knowledge of libraries as a community hub
- Ability to work alone with large groups
- Proven experience working in a high pressure community focused environment
- Current drivers licence

Preferred

- A Tertiary qualification in libraries or education discipline (e.g. technology, education, management, literature, community studies, etc)
- Over 3 years customer experience in a public library or community recreation service
- Experience maintaining equipment

Personal attributes

- “Going the extra mile” and having a passion for providing outstanding service will be second nature.
- Have a ‘can do attitude’ and is able to support others in their work.
- Ability to work well with people of all ages from a wide range of cultures.
- Ability to think and act in a way that is future focused and that demonstrates a desire to embrace change.
- Ability to work collaboratively, work effectively in a team environment, share knowledge and devote energy to achieving team goals.
- Ability to take responsibility for on-going learning.
- Willingness to take responsibility and follow through and complete tasks with minimal supervision.
- Excellent physical stamina for performing repetitive tasks, lifting heavy stock, pushing trolleys and energy to cope with the demands of working with children and young adults.
- Ability to effectively promote the pleasure of reading to people of all ages.

Other requirements

- Demonstrate our values of being professional, supportive, caring and fun
- Demonstrate a customer service ethic, both internally and externally
- Contribute to MDC being a safe and healthy workplace for all our staff and visitors
- If we have an emergency management situation, undertake activities as directed, as part of our MDC response
- Be open to changes in your duties and updates to this job profile as things in the organisation change
- Actively participate in our performance systems and professional development opportunities

Employee Name
Makerspace Specialist

Date

Lyn Daly
General Manager – Community

Date