Knowledge, Information and Digital Facilitator

Kaupapa | Purpose

Support ākonga and kaimahi by delivering continuously improving, user-focused knowledge, information, and digital support services that enhance access to learning resources and digital tools. This role also contributes to the design and development of curriculum-aligned resources and information literacy supports that empower ākonga to become confident, capable, and critical users of information. The Facilitator ensures that physical and digital environments are welcoming, accessible, and responsive to the evolving needs of learners and educators, embedding kaupapa Māori values into all aspects of service delivery.

Enable equitable and seamless access to digital and physical collections by maintaining and promoting library systems, digital platforms, and information services. The Knowledge, Information and Digital Facilitator supports academic teams through the development of integrated, culturally responsive resources and collaborative strategies that enhance teaching, research capability, and independent learning. The role fosters digital literacy, ethical information use, and confident engagement with technology tools, contributing to learner success across diverse learning contexts.

Reports to: Knowledge & Information Team Leader

Team: Knowledge & Information Team

Remuneration: $64,000 - $85,800 (Fixed Remuneration excluding KiwiSaver)

Ngā mahi | Do

Deliver integrated library, information, and digital support services that empower ākonga to become confident, independent, and critical users of information across both physical and online environments, including through the development and delivery of information literacy resources and learning opportunities.

Maintain accessible, welcoming, and well-functioning library and learning spaces that reflect the identities, aspirations, and cultural values of ākonga, promoting a sense of belonging and ownership through inclusive design and kaupapa Māori principles.

Support access to physical and digital collections by maintaining collection integrity, resolving access issues, and contributing to the development of digital confidence and ethical information use among ākonga and kaimahi.

Collaborate with academic teams and internal support services to co-design responsive, curriculum-aligned learning supports and strategies that enhance teaching, research capability, and equitable access to knowledge.

Contribute to continuous improvement and innovation by promoting library and digital services, analysing usage data, staying informed of sector trends and best practice, and implementing improvements that enhance learner and kaimahi experience and resource accessibility.

Demonstrate commitment to:

Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

Pūkenga | Have

Minimum Level 6 qualification in Library and Information Studies, Digital Technologies, Education Support, or a related field, or the equivalent body of knowledge gained through experience.

Demonstrated experience delivering integrated library, information, and digital support services that enhance learner access and confidence, including maintaining digital platforms and promoting inclusive environments.

Experience supporting ākonga and kaimahi in the use of digital tools and information systems, fostering digital literacy and confidence through responsive, learner-centred service delivery across physical and online environments.

Evidence of ongoing professional development that enhances knowledge and practice relevant to the position.

An understanding of the obligations to include Te Tiriti o Waitangi in workplace practices.

Ability to support and advocate the use of te reo Māori, tikanga and mātauranga Māori in the workplace.
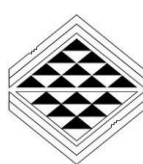
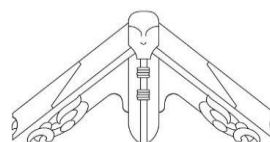Ability to support and advocate approaches that promote equity and prioritise the needs of priority groups.
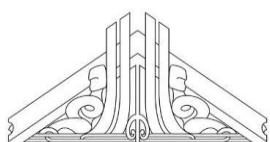
WHANAUNGATANGA   TOITUTANGA   MANAAKITANGA   KOTAHITANGA

Waiaro| Be

At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.

Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.

Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākonga, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.
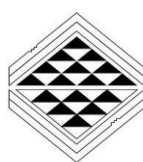
Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.
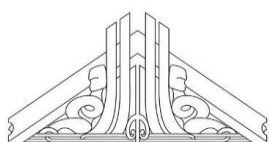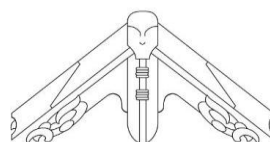
WHANAUNGATANGA   TOITUTANGA   MANAAKITANGA   KOTAHITANGA

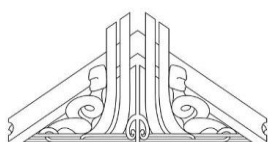## Ngā Hononga Mahi | Working relationships

Internal: Ākonga Success, Academic Delivery & Development, Māori Success

External: Ākonga, support agencies and organisations, community groups, partner institutions

Resource delegations and responsibilities: Nil
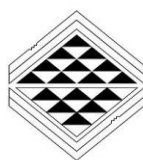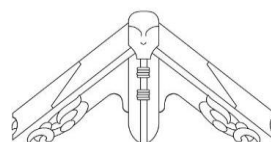
Financial: To be confirmed

People: Nil

WHANAUNGATANGA   TOITUTANGA   MANAAKITANGA   KOTAHITANGA