

BRAUNSTONE TOWN COUNCIL
JOB DESCRIPTION

JOB TITLE: Senior Library Officer

GRADE: NJC Scale 14 – 17

RESPONSIBLE TO: Deputy Executive Officer & Community Services Manager

RESPONSIBLE FOR: Day to day supervision and training of Library Assistants and volunteers.

PURPOSE OF JOB:

1. To be responsible for the day to day operation of an efficient and high quality Library service to users, including the supervision of staff and volunteers.
2. To actively promote and develop the Library service to ensure that it meets the needs of residents and enhances community life, equal opportunities and social inclusion.

KEY RELATIONSHIPS: Library service users, partner organisations, community groups, Deputy Executive Officer & Community Services Manager, Leicestershire County Council Support Officer and Library Hub, Communications & Events Officer, Library Assistants and Library volunteers.

MAIN DUTIES:

1. To ensure that the Library is adequately staffed at all times to meet demand and provide services to users; including:
 - a) preparing Shift Rotas and planning work schedules;
 - b) supervising Staff and volunteers;
 - c) allocating administrative and miscellaneous tasks and ensuring satisfactory completion; and
 - d) providing cover for the Library in circumstances of annual leave or sickness when required.
2. To manage the use of the Library, maximising its use by the public and community organisations, as a venue for both accessing information and learning and also for meeting others and hosting community events.
3. To ensure that the Library Service delivers the highest standards of Customer Service in a professional, efficient and sensitive manner by:
 - a) assisting and advising customers to find the information and resources needed,
 - b) supporting customers with the ICT services,
 - c) ensuring adequate information and displays,
 - d) the provision of services, reading sessions and events,
 - e) where necessary advising members of the public of other services and organisations, and
 - f) positively promoting the Council's Corporate Complaints procedure and assisting customers as appropriate in accordance with procedures.
4. To assist the Deputy Executive Officer & Community Services Manager with the effective operation of the service and the day to day supervision and training of Library Assistants and volunteers, including undertaking staff appraisals, return to work discussions and assisting with recruitment and selection.
5. To liaise with the allocated Leicestershire County Council Library Support Officer and the Library Hub, to ensure that County wide Library services are provided and the efficient and effective operation of the Library Management system and transfer of book stock.

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6. To be responsible for the promotion and marketing of the Library and its services to residents and community groups, including the provision of outreach services at the Council's Community Facilities and at other locations in Braunstone Town.
7. To receive cash and process payments for services in line with the relevant Council's Standing Orders and Financial Regulations, including:
 - a) receiving and recording payments, and
 - b) ensuring the safe deposit of all monies remaining in the Cash Office at the end of each working day.
8. To ensure the safety and security of users and occupants by:
 - a) evacuating the building/premises in the event of fire or other emergency,
 - b) complying and ensuring compliance with the law and regulations, Health & Safety and Town Council Policies, and
 - c) providing access to first aid, calling for emergency help and facilitating access to the emergency services when required.
9. To take an active part in service improvements under the direction of the Deputy Executive Officer & Community Services Manager, in conjunction with other members of the Team, seeking the views and aspirations of the community in order to shape the future of the Library Service, while ensuring that existing services are both sustained and improved.
10. To compile the Library Annual Report, retrieve and compile regular performance reports, and to have involvement in various methods of consultation with customers in order to ascertain customer satisfaction levels, needs and preferences.
11. To maintain and update the Library Service pages on the Council's Website ensuring accurate and up to date information is provided on the services available and events.
12. To develop, compile and maintain written office/customer service procedures / frequently asked questions, indices of literature and resources held.
13. To be a Keyholder for the Library building/premises, including responding to any reasonable request of the Council's Management to provide access.
14. To attend occasional staff meetings/training sessions as necessary, which may be out of normal working hours and/or at other establishments as required.
15. To provide cover for colleagues in the Service/Team, undertake work at the Council's Community Facilities and service locations across Braunstone Town, including occasional sickness and leave cover, and undertake any other reasonable duties that may be required by your Line Manager.

SALARY/TERMS OF EMPLOYMENT :

Employed within a salary scale which covers NJC Spinal Column Point Range 14 – 17.

~~13½~~ 16 Hours per week

Normal office hours are from 9am to 5pm but a level of flexibility is required due to the requirements of the job ~~i.e. Civic Centre Management (the Civic Centre is open from 9am to 11pm each day – including weekends)~~, attendance at meetings and some events and functions which are not within the normal patterns of work will be required.

All other terms and conditions in accordance with the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service (The Green

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Book). The employment will be subject to a probationary period of six months' satisfactory service. Payment of salary by bankers transfer - monthly in arrears.

Braunstone Town Council is an Equal Opportunities Employer

SENIOR LIBRARY OFFICER			
KEY JOB REQUIREMENTS	ESSENTIAL	DESIRABLE	TESTING MECHANISM
QUALIFICATIONS At least 5 GCSEs including English Language and Maths	✓		Application Form
Formal qualification in customer service, Library or community studies, or a related subject		✓	Application Form
EXPERIENCE Working with the general public in a customer services environment	✓		Application Form
Team Leadership / Staff Supervision		✓	Application Form
KNOWLEDGE Knowledge of Health & Safety, Data Protection and Equal Opportunities requirements		✓	Application Form/Interview
Practical and procedural knowledge in running a modern community library facility.	✓		Application Form/Interview
Cash handling within a work environment		✓	Application Form/Interview
Knowledge of the needs of a sub-urban community		✓	Interview
SKILLS Excellent communication and language skills, both written and verbal at all levels	✓		Presentation / Interview
Proficient in the use of IT and ability to utilise a wide range of IT packages (including Microsoft Office and use of the Internet)	✓		Application Form
Excellent organisational and prioritisation skills with the ability to re-evaluate priorities	✓		Interview
Interpersonal skills, with the ability to build a positive rapport with customers and colleagues.	✓		Interview
PERSONAL QUALITIES An enthusiasm for customer care issues and the self-confidence to deal with people at all levels in a professional manner	✓		Presentation / Interview
A keen interest in local community and its wellbeing	✓		Interview
Ability to be responsible for own workload	✓		Interview
Willing to work outside normal office hours including evenings and weekends as required to meet the demands of the service	✓		Interview
Ability to maintain confidentiality	✓		
OTHERS Holder of a Full Driving Licence		✓	Application Form
Willingness to work at any of the Town Council's Premises	✓		Interview

BRAUNSTONE TOWN COUNCIL

OFFICER DECISION TAKEN UNDER DELEGATED POWERS

AMENDMENT TO SENIOR LIBRARY OFFICER JOB DESCRIPTION

12th November 2021

Background to the Decision

On 28th October 2021, Policy & Resources Committee resolved “that in the event that a suitable candidate cannot be recruited to the role of Senior Library Officer at an average of 13½ hours per week, then the contractual hours of the post be increased to an average of 16 hours per week and re-advertised (Policy & Resources Committee Minute 60 2021/22, resolution 2). The reason was “to make the post more attractive to candidates, given the role of Senior Library Officer was essential to ensure the effective day to day operation of an efficient and high quality Library service, as well as actively promoting and developing the Library service.

A suitable candidate could not be recruited to the role of Senior Library Officer; therefore the decision above took effect. However, Policy & Resources Committee were keen “to ensure that additional resources resulted in additional flexibility and additional service enhancements”; therefore it also resolved “that delegated authority be given to the Executive Officer & Town Clerk, in consultation with the Leader and Deputy Leader of the Council, to make minor alterations to the job description of the Senior Library Officer in order to include additional tasks and services which could be provided within the additional hours available” (Policy & Resources Committee Minute 60 2021/22, resolution 3).

The Service Manager, Management Team and Leader and Deputy Leader have been consulted and additional tasks and services have been identified as outreach services, which has been wound into promotion and marketing, and providing cover and services at other locations, which has been wound into the general cover and any other duties provision. These are highlighted in the Job Description, attached at Appendix 1.

Authority for Decision

Policy & Resources Committee Minute 60 2021/22, resolution 3 permits the Executive Officer & Town Clerk, in consultation with the Leader and Deputy Leader of the Council, to make minor alterations to the job description of the Senior Library Officer in order to include additional tasks and services which could be provided within the additional hours available.

Alternative Options Considered and Rejected

No alternative options were considered

Decision

That the revised Job Description for Senior Library Officer, attached at Appendix 1, be approved.

Approved By:



Darren Tilley

Date: 12th November 2021

Reason for Decision

To ensure that additional resources resulted in additional flexibility and additional service enhancements.

List of Background Documents

None.

NOTE:

CRIME & DISORDER ACT 1998 (SECTION 17) – The Council has an obligation to consider Crime & Disorder implications of all its activities and to do all that it can to prevent Crime and Disorder in its area.

EQUALITIES ACT 2010

Braunstone Town Council has a duty in carrying out its functions to have due regard to:-

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between different groups; and;
- foster good relations between different groups

To ensure that no person receives less favourable treatment on the basis of race, disability, sex, gender re-assignment, sexual orientation, age, religion or belief, marriage or civil partnership, pregnancy or maternity.

These issues were considered in connection with each of the above decisions. Unless otherwise stated under each item of this report, there were no implications.