**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.

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 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

*12th November 2021*

| **SENIOR LIBRARY OFFICER** | | | |
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| **KEY JOB REQUIREMENTS** | **ESSENTIAL** | **DESIRABLE** | **TESTING MECHANISM** |
| QUALIFICATIONS<br>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<br>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<br>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 |