



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	Information Officer (Libraries)		
GRADE:	G4	SERVICE AREA:	Leisure, Culture & Operations
JOB CODE:	EE84INFOG4		
REPORTS TO:	Library Supervisor	LOCATION:	Lichfield Street Hub (Central Library & Archives)
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • The service will operate on a Monday to Sunday basis and therefore attendance at events and other public meetings will be required. • It is essential that flexibility is maintained at all times within the team to provide support to any part of the service. • The role will be subject to a good standard of education and a NVQ Level 2 or equivalent experience. • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. 		

1. Main purpose of the job role:

- The post holder will support the effective, day to day operational delivery of a frontline service that engages with local communities and offers the highest possible standard of customer care and experience, in line with best practice.
- Actively promote a welcoming environment and be the first point of contact for all customers in person and via the telephone, assisting with a range of diverse enquiries/requests.
- Assist in the monitoring of performance to improve quality and effectiveness to ensure the objectives of the service are achieved, in line with key performance indicators and targets.

2. Role specific duties and accountabilities:

- Support the Library Site Manager in delivering an effective frontline service ensuring;
 - ✓ a consistent standard of customer care is maintained and the service is delivered efficiently to the public, in accordance with the Council's policies and relevant legislative requirements
 - ✓ all manual and computerised information is maintained in-line with the Council's data management and control requirements (Forum for Information Governance and Assurance - FIGA)
 - ✓ financial information is readily available to enable a periodic review of service delivery and fees and charges
 - ✓ ordering of stock, goods and services
 - ✓ effective communication is maintained in the interests of providing a coordinated service.

- Assist in marketing and promoting the service to existing/potential users advising on the choice of library materials to help them expand their reading and support on community engagement matters.
- Maintain up-to-date quality material/resources to support staff development and to promote a high level of awareness of the library service.
- Ensure the excellent presentation of the library and that all information/resources are accurate and up-to-date at all times.
- Actively promote the enjoyment of reading books and of learning to customers, helping them expand their reading and assisting in the choice of library materials.
- Actively support the participation in schemes that improve customer experience, enable staff development and, where appropriate, seek external accreditation.
- Assist in maintaining external accreditations and quality marks; making sure service plans reflect appropriate monitoring, review and planning.
- Maintain databases and records using a wide range of ICT applications and undertake basic ICT related duties across the service.
- Through the Library Site Manager deal with enquiries on behalf of the service
- Develop and maintain relationships with key stakeholders internal and external.
- Participate in working groups and task groups and be fully involved in team and service planning.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE – Information Officer (Libraries)		GRADE G4
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to demonstrate excellent communication skills in order to interact and communicate with a wide range of customers in a face to face environment and via the telephone.	A/I	3
Able to work accurately and effectively to achieve tight deadlines and targets within set procedures.	A/I	3
Ability to provide information and advice to members of the public, managers and staff from other service areas.	I	3
Demonstrate a strong commitment to customer care.	I	3
Demonstrate an understanding of data protection and the requirement to protect customers' confidentiality and personal information at all times.	I	3
Have a flexible and proactive approach to work with the ability to work as part of a team to support colleagues as and when needed.	A/I	2
Demonstrate an ability to prioritise own workload and make appropriate decisions when required	I	2
Demonstrate a calm manner with the ability to deal with difficult situations including persons who may be irate or upset.	I	3
Competent in working with a wide range of ICT applications with the ability to maintain databases and records and undertake basic ICT related duties	A/I	2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of dealing with members of the public within the leisure and/or culture industry	A/I	2
Experience of delivering excellent customer service	A/I	2
Evidence of continuous professional development (where applicable)	A/I	2

Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.				
<ul style="list-style-type: none"> • A good standard of English and Maths at GCSE Level or equivalent • NVQ Level 2 or equivalent experience • Track record of, and commitment to, continuous personal and professional development 			A/I	2
Other Essential Requirements				
An awareness of, and commitment to, equality of opportunity			I	2
Awareness of, and commitment to, confidentiality and handling data			I	2
Note: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post				
Prepared by:	Manjit Kaur	Date:	10.01.20	

