



**JOB DESCRIPTION (JD)  
AND EMPLOYEE  
SPECIFICATION (ES)**

<b>JOB TITLE:</b>	Project/ ICT Officer Libraries		
<b>GRADE:</b>	G4	<b>SERVICE AREA:</b>	Leisure, Culture & Operations
<b>JOB CODE:</b>	EE157PROG4		
<b>REPORTS TO:</b>	Lichfield Street Hub Manager	<b>LOCATION:</b>	Lichfield Street Hub (Central Library & Archives)
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• The service will operate on a Monday to Sunday basis and therefore attendance at events and other public meetings will be required.</li> <li>• It is essential that flexibility is maintained at all times within the team to provide support to any part of the service.</li> <li>• The role will be subject to a good standard of education and a NVQ Level 2 or equivalent experience.</li> </ul>		

**1. Main purpose of the job role:**

- The post holder will actively project manage the delivery of operational programmes across the service, ensuring they are meeting agreed outcomes, in order to support the delivery of a re-designed service. Promoting strong links between the ‘Hub’, the District Libraries, Streetly Community Library and the Local History Centre & Archive.
- Responsible for the successful delivery and implementation of all operational programmes
- 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:**

- A. Responsible for the delivery of a range of projects that encourage increased attendance and net income generation.
- B. Support the ‘Hub’ 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)
  - preparation of accurate project reports to enable a periodic review of performance and take appropriate action if required
  - effective communication is maintained in the interests of providing a coordinated service and to ensure projects remain on track.
- C. Maintain up-to-date project files ensuring all project risks, issues and lessons identified are logged and appropriately circulated.

- D. Promote a high level of awareness of projects across the library service by developing appropriate communication plans and acting as the main point of contact.
- E. 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.
- F. Actively support the participation in schemes that improve customer experience, enable staff development and, where appropriate, seek external accreditation.
- G. Coordinate the management of Library non-corporate ICT systems e.g. ICAM and DTech.
- H. Maintain databases and records using a wide range of ICT applications and coordinate ICT related projects across the service.
- I. Assist in maintaining external accreditations and quality marks; making sure service plans reflect appropriate monitoring, review and planning.
- J. Through the 'Hub' Manager deal with enquiries on behalf of the service
- K. Develop and maintain relationships with key stakeholders internal and external.
- L. Participate in working groups and task groups and be fully involved in team and service planning.

### **3. Corporate duties and accountabilities:**

- Contribute to the management of staff and services of the Council in a manner that builds ownership and commitment and promotes a strong performance culture that connects strategies to action, provides accountability and delivers results. To lead projects as required.
- Lead areas of activity and promote effective cross-directorate working so as to deliver integrated solutions that optimise the use of resources and achieve Best Value and continuous improvement.
- 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 – Project /ICT 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	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<b>Professionalism</b> - 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
<b>Leadership</b> - 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	
<b>Accountability</b> - 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
<b>Transparency</b> - 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
<b>Ethical</b> - 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
<b>Abilities/Skills:</b> (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 and an understanding of PRINCE2, with the ability to maintain databases and records and lead on ICT related projects	A/I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Experience of managing complex projects and ICT related programmes	A/I	3
Experience of recognising project risks or issues and the implications for the project	A/I	3
Experience of dealing with members of the public within the leisure and/or culture industry	A/I	2

Experience of delivering excellent customer service	<b>A/I</b>	<b>2</b>
<b>Qualification:</b> 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"> <li>• A good standard of English and Maths at GCSE Level or equivalent</li> <li>• NVQ Level 2 or equivalent experience</li> <li>• Track record of, and commitment to, continuous personal and professional development</li> </ul>	<b>A/I</b>	<b>2</b>
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	2
<b>Prepared by:</b> Manjit Kaur	<b>Date:</b> 28/03/22	