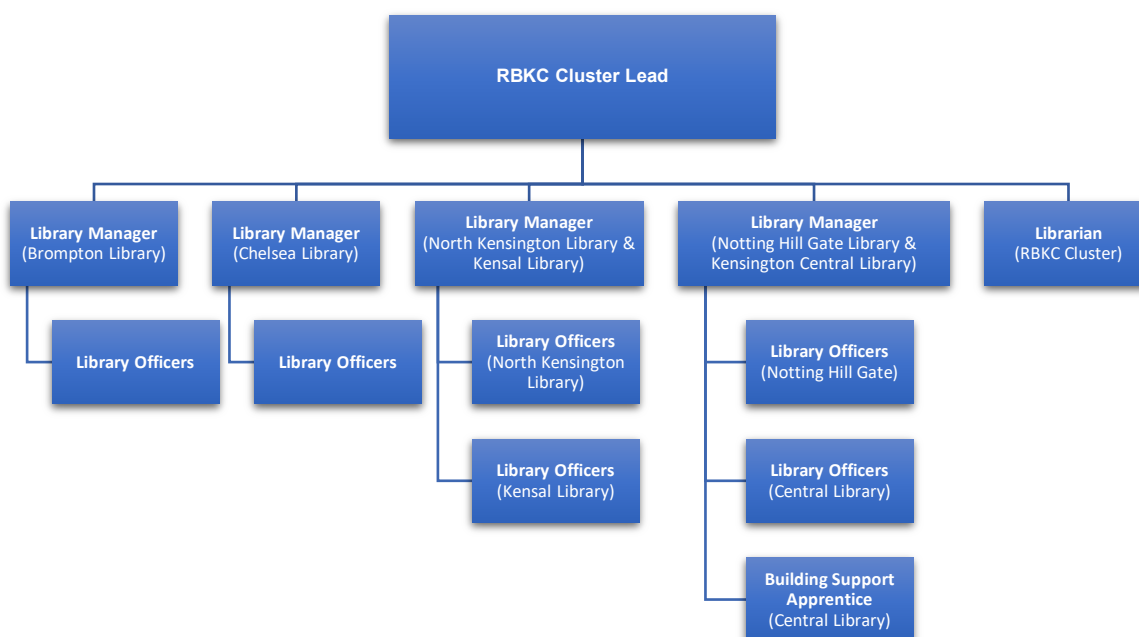


JOB DESCRIPTION

Job Title	Library Officer
Department	Children's Services
Section or Service	Libraries and Archives
Grade	Grade D

Responsible to:	Library Manager
Employees directly supervised (if applicable):	No

Family Tree



DESIGNATION:

1. JOB PURPOSE:

To support and contribute to the delivery of libraries and archives purpose as places where everyone can read, learn and connect. Library Customer Service Officers encourage and support children and adults with reading, a core foundation skill on which success is founded. They nurture lifelong learning to empower individuals to fulfil their potential and are at the heart of local communities as an important contact point for people to connect.

To deliver customer focused library services to agreed standards, maximising service quality and outcomes. Improving customer satisfaction and contributing to the council's objectives and priorities.

To welcome customers and support their information and learning needs, helping and signposting to the right resources, empowering customers with their own information needs, working in partnership with volunteers and organisations, and promoting the service to the wider community.

To maintain and oversee a safe, functional, and appealing environment within the library space.

2. DESCRIPTION OF DUTIES:

1. To carry out a wide range of customer service duties, which will vary according to the work location; this may include answering enquiries, offering information and making appropriate signposting to promote and support the use of all library facilities.
2. To provide and help organise an efficient library information service helping customers to develop confidence and skills to read, learn, and connect through the use of library resources.
3. To positively interact with customers throughout their visit and empower them to use self-service equipment and other resources, services and systems.
4. To organise, promote, and facilitate high quality events that provide opportunities for children and adults to connect and to promote use of libraries and their resources.
5. To support customers through signposting to enable them to make informed choices to manage their health and wellbeing.
6. To be responsible for library operations as part of a team to ensure the library is efficiently maintained including: facilities, health and safety, information technology, and financial processes.
7. To undertake any routine administrative tasks including opening and closing the library, membership processes, stock management, timetabling, cash handling, ordering supplies and services.
8. To take responsibility and champion specific area of service delivery as a site lead. A site lead is the main point of contact at the site with whom the owner of the service can communicate, and who onward communicates with the rest of the team. This could include any of the following for example:
 - Children and Young People
 - Health and Wellbeing
 - Digital and Technology
 - Collections and Resources



PERSON SPECIFICATION

Job Title:	Library Officer
-------------------	-----------------

Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: None
C	Skills; Experience and Attitude Essential: Read - Demonstrate enthusiasm to share a passion for reading to inspire others to read for pleasure and learning. - Demonstrate knowledge and interest in a wide range of literature, information and content in digital, print and other forms. Ability to promote to diverse audiences and users. Learn - Demonstrate ability to seek, evaluate and recommend content and knowledge using all appropriate resources. - Demonstrate ability to use new and existing technology (internet, devices, applications and platforms) and to demonstrate and advocate their use to customers.



	Connect • Experience of working with the public in a customer focused service with the ability to communicate effectively with customers and colleagues responding to their needs in a calm and effective manner. • Understand the councils' priorities in the context of the delivery of high-quality customer service. Operational Enablers • Demonstrate ability to carry out routine library operations using organisation, problem solving and collaborative skills to efficiently maintain the library. • Demonstrate ability to contribute to income generation by positively engaging with commercial projects and delivering commercial services. Our Commitment Enthusiasm and ability to play an integral role in building a positive, collaborative working culture in which every single individual contributes to Our Commitment: Approachable – we listen Supportive – we help Knowledgeable – we inspire Always Friendly, Always Enthusiastic, Always Inclusive
--	---

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues.



	• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.