

Job Summary

Post Title	Library Resources Officer	Pay Grade	Grade 2
Directorate Service Area	Culture, Sport and Leisure – Libraries	Line Manager	Supervisor/Library Manager/Area Manager
Post Number/s. (Mandatory for existing posts, If multiple posts state all)	new posts	If existing post is the post title changing? If yes state both	N
JE/GAR reference number (Mandatory for existing posts)	new posts	Work Location (state Council office)	Various
Work style	Fixed	Job Family & Role Profile	Customer and Community Engagement – CCE02M
DBS Check Required?	NO		
Politically Restricted Post?	No <i>The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor. There are broadly two categories of restricted posts: Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.</i>		

Job Purpose and Job Context

To be ambassadors and champions for Library Flex, managing local systems and tasks and promoting, enabling, monitoring and proactively marketing this new delivery model

To work across multiple sites to support the development of libraries as community hubs by co-ordinating, enabling and directly delivering a range of library, council and partner services:

To promote health and wellbeing, cultural participation, and digital inclusion, to support residents access to wider Council services as part of the Council Access Point network and to focus resources as required to deliver on the library service vision and priorities

Main Responsibilities and Duties

- To work across a variety of library sites as directed to co-ordinate and deliver the full range of library services to Buckinghamshire residents, partners and stakeholders. Including responsibility for the day to day running of a library site including volunteer rotas at community supported sites
- Provide a direct and responsive library service to enable customers to access and utilise services, resources, facilities and information. Assure customer awareness of and adherence to the safe and proper use of facilities and services. To provide signposting services, and to support access to computers and the CAP phone as part of the Council Access Point Network. To consistently maintain a good level of knowledge of wider council services to be able to signpost effectively.
- To manage all technical and operational processes and procedures necessary in the successful delivery of Library Flex
- To be proactive in marketing and monitoring the use of Library Flex including training library customers in the use of the Library Flex technology and delivering in person site specific induction sessions
- Identify areas where improvements could be made within own work area. For example, to develop and deliver digital inclusion sessions to support customers in using all self-service technology where available, including self-service issue and IT and printing services.
- To support access to online library services resources such as e-books, audio and magazines, including basic support for the library website and apps
- Support promotional events and activities as required, so such events and activities achieve desired results. To work with a range of local partners to deliver activities and events, in particular around the areas of Health and Culture. To pro-actively promote the library and its partners through the confident use of social media.
- Support and develop volunteers as required. To recruit, train, and supervise volunteers in accordance with library service policies and procedures.
- Receive and resolve customer enquiries and complaints. If necessary, promptly refer complex or sensitive issues to a relevant source for resolution.
- Monitor activities to maintain a safe environment. Identify and address any problems, incidents, safety or security issues within remit of role, escalating to the relevant authority or person as appropriate. The proper precautions are known and taken.
- Gather, record and provide information in the format and timescales required using the appropriate systems including CAP forms and event data related to Healthy Libraries. Check for accuracy and validity. Process information and data as appropriate. Flag potential issues / errors and address as appropriate
- Make the facility clean, secure and available for safe usage. To work collaboratively with partners in shared use buildings to manage the day to day running of that building.
- Keep site and equipment in good order. Undertake inspection as required. Report maintenance issues and accurately complete opening and closing routines including daily Health and Safety checks.
- Process financial transactions, keep payments secure, reconcile and issue receipts as required including promotion and management of room bookings via the Lemon Booking platform. Revenues are delivered.

Accountability

- If this role manages a budget, please state the size of the budget: N/A
- If this role monitors a budget, please state the size of the budget: N/A
- How many direct reports does this job have in its reporting line? Max of one
- How many indirect reports does this job have in its reporting line? None

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	Provide Job Specific Examples
Up to 3 months	✓	Staff rota timetabling, room bookings, library activities
1 year		

3-5 years		
Values and Behaviours		
We expect your values and behaviours to reflect the values of the organisation:		
Proud		
• Perform to your best every day • Cares about delivering the role and setting high standards • Upholds the reputation of the service and the wider Council		
Ambitious		
• Ambitious to learn, develop and fulfil potential • Ambitious to do things better • Solution focused looking for suitable resolutions		
Collaborative		
• Effectively engages with others sharing ideas and solutions • Able to look at things from different perspectives • Happy to work with others to achieve outcomes		
Trustworthy		
• Accountable for actions • Behaves professionally and to professional standards • Quick to respond and show initiative		

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience (taken from role profile to complete)	Job Specific Examples	Essential	Desirable
Confident use of IT, including the use of the library website and apps	To be able to use a variety of IT systems, such as the LMS and library apps.	✓	
Relevant experience which demonstrates ability to undertake role.	Demonstrates a good level of interest in library services, including reading, digital inclusion and cultural events	✓	
Experience of working with the public in a customer facing / contact role.	Prior experience of working in public customer facing role	✓	
Literacy and numeracy skills.	Strong literacy and numeracy skills	✓	
Proven ability to organise and prioritise workloads and achieve deadlines.	Demonstrates ability to work to deadlines and prioritise work	✓	
Good customer service skills – able to resolve more complex queries and basic customer disputes	Confident engaging with customers and able to adapt communication style to effectively resolve issues and disputes	✓	
Confident use of internal systems to both deliver frontline services and administrate the day to day running of the service	Ability to learn to use systems such as SAP, Lemon Booking and Spydus	✓	
Knowledge of social media	Ability to use major social media platforms within the guidance of Council social media policies to promote the service locally		✓
Good communication and interpersonal skills.	To be able to communicate effectively with a variety of people and to adapt	✓	

	communication style accordingly. Ability to direct and train customers in the use of self-service technology. As the role is customer-facing and the post holder is required to speak to members of the public, and the ability to converse at ease with customers and provide advice in accurate spoken English.		
Experience of working with volunteers	Experience of working with and supervising volunteers. Knowledge of volunteer best practice, including in the area of young volunteers	✓	
Partnership working	To be able to work collaboratively with local community partners and stakeholders to promote the library and to support events and activities that enhance the lives of local residents	✓	
Council services	To be able to demonstrate a strong knowledge of other council services and to be able to respond to customer queries by accurately signposting them to the correct department	✓	
Qualifications <i>(taken from role profile to complete)</i>		Essential	Desirable
Educated to GCSE / NVQ 2 standard or equivalent.		✓	
Other Requirements		Essential	Desirable
A full driving license required to be able to carry out the role <i>(tick as appropriate)</i>			✓
This post will require you to work at multiple library sites: Key holder, lone working, occasional work outside of library hours		✓	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	

***For all other post regardless of whether require a Basic check or no check at all**

This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare:

- All unspent cautions and/or unspent convictions

For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the [Rehabilitation of Offenders Act 1974 \(updated 2023\) | Nacro](#)

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This job summary is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.