Job Summary

Post Title	Prison Library Officer	**Pay Grade**	Grade 3
Directorate **Service Area**	Communities Libraries	**Line Manager**	Culture and Outreach Services Manager
Post Number/s (Mandatory for existing posts, If multiple posts state all)	91168188	**If existing post is the post title changing? If yes state both**	N/A – new post
JE/GAR reference number (Mandatory for existing posts)		**Work Location**	HMP Grendon and HMP Spring Hill
Work style	Fixed	**Job Family & Role Profile**	CCE03O
DBS Check Required?	YES If YES state level of DBS required: Enhanced DBS Check, Adult Workforce (without Barred List Check)		
Politically Restricted Post?	No *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.*		

Job Purpose and Job Context
To support the day-to-day delivery of an effective prison library service at HMP Grendon and HMP Spring Hill, including book lending, enquiries, stock, administration and promotional activities. The post holder will work independently during allocated library sessions, following agreed procedures and prison requirements, with support and direction from the Prison Library Manager. The role will work flexibly across both prison sites as required to maintain the service in line with the service level agreement, prison policies and Buckinghamshire Libraries procedures.
Main Responsibilities and Duties
Key responsibilities include: • Deliver a welcoming, high-quality book lending, information and enquiry service to prisoners and prison staff. • Undertake allocated library sessions independently, organising daily tasks and referring complex, sensitive or exceptional matters to the Prison Library Manager. • Carry out routine administrative procedures accurately and in accordance with library procedures, prison directives, security requirements and the service level agreement.

- Maintain library stock and resources, including issuing, returning, shelving, reservations, stock checks, displays and identifying replacement or additional stock needs.
- Promote the library service and support reading, literacy and Council or Prison Service initiatives through displays, activities and reader engagement.
- Support prisoners and prison staff to use the library, catalogue and information resources, and help ensure access to required publications.
- Work closely with library orderlies, allocating routine tasks and providing guidance on agreed procedures, while raising performance or conduct concerns with the Prison Library Manager.
- Report faults, service interruptions, premises issues and stock concerns promptly to the appropriate manager or support team.
- Work flexibly across HMP Grendon and HMP Spring Hill to support service continuity, including providing cover where required.
- Carry out all duties with due regard to health and safety, security, confidentiality, equality, diversity and the policies of Buckinghamshire Council and the Prison Service.

Accountability

- No responsibility for managing or monitoring a budget.
- No direct or indirect employee reports.
- Works independently during allocated library sessions within agreed procedures, with access to management support and clear escalation arrangements.
- Works closely with library orderlies and may allocate and check routine tasks, but does not hold formal line-management responsibility.
- Accountable for the accurate completion of routine library, administrative and security-related tasks and for escalating issues appropriately.

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months	Y	Planning and prioritising daily and weekly library tasks, preparing displays and activities, maintaining stock and completing administrative work to required deadlines.
1 year	Y	Contributing to the annual programme of reading promotions and library activities, supporting planned stock work and preparing for recurring prison and library service requirements.
3-5 years	N	Not applicable. Longer-term service and strategic planning is led by the Prison Library Manager, although the post holder may provide operational feedback.

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**
Relevant practical experience working as part of a team to meet service standards, targets and deadlines.	Experience of working effectively as part of a team in a customer-facing, public service or similar environment.	✓	
Experience of working with the public in a customer-facing/contact role.	Experience of communicating with and supporting a range of customers or service users.	✓	
Good knowledge of the service area and relevant processes, systems, procedures and standards and interest in the products/services delivered.	An interest in libraries, reading and access to information, with the ability to learn and follow relevant library and prison procedures.	✓	
An interest in libraries, reading and access to information, with the ability to learn and follow relevant library and prison procedures.	Able to respond appropriately to enquiries, use judgement and know when to refer an issue to a senior colleague.	✓	
Good communication and interpersonal skills.	Ability to communicate clearly and appropriately with a wide range of people and adapt communication to the individual and circumstances.	✓	
Good literacy and numeracy skills.	Good literacy and numeracy skills to support accurate records and day-to-day service delivery.	✓	
Good planning and organisational skills, with proven ability to use initiative, prioritise workloads and achieve deadlines.	Ability to organise own workload, follow established procedures and adapt to changing operational requirements.	✓	
ICT skills including use of Microsoft applications.	Confident using standard ICT applications and able to learn library and other systems required for the role.	✓	

Confident using standard ICT applications and able to learn library and other systems required for the role.	Experience of working in a library, prison, secure, community or public service environment.		✓
Qualifications ***(taken from role profile to complete)***		**Essential**	**Desirable**
Educated to NVQ 2/3 standard or equivalent.		✓	
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role		✓	
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.		✓	
This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent convictions and conditional cautions • All spent convictions and adult cautions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020 and 2023). For further information on filtering please refer to Nacro guidance and the guidance published by the Ministry of Justice (see, in particular, the section titled 'Exceptions Order').		✓	

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.