

Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Core Services Officer	JEID	R0221
Salary Grade:	I		
Team:	Communities		
Division / Service:	One Stop Shop and Library Service		
Directorate:	Resources		
Primary Location:	Countrywide		
Political Restriction	This post is not politically restricted		
Responsible to:	Principal Librarian – Information, Stock and Quality		

Role Purpose

To support the Library and One Stop Shop service to ensure the delivery of an efficient and effective service to customers, partners and stakeholders.

Role Responsibilities

1. To take the lead on researching, recording and coordinating information in areas of performance and quality standards for the Service. To identify customer needs through the analysis of customer insight, performance indicators and through customer consultation. To identify and implement best practise to ensure continuous quality improvement and to produce reports where required
2. Overall responsibility for the implementation of the Volunteer Policy including recruitment, processes and procedures
3. To be responsible for the effective liaison with Community Managed Libraries in relation to training, procedures and enquiries
4. To work with colleagues in the Service to identify key processes and to develop sound, consistent procedures to support them. To document these procedures and to be

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responsible for maintaining procedure manuals e.g. One Stop Shop manual, Police Manual, Library Procedures manual, Community Managed Libraries procedures, LBVM

5. To be responsible for the maintenance of electronic files and records and updating of mail groups, Google cloud etc.
6. To be responsible for completing the documentation for the Community Managed Libraries reviews including the performance data for annual review visits
7. Plan, deliver and implement the community engagement strategy for the Service using techniques appropriate to the audience
8. To be responsible for the organisation, development and delivery of customer consultation and surveys across the Service
9. Monitor, analyse and report feedback and responses from consultations and surveys to support future planning
10. Responsible and accountable for the coordination and production of performance returns for all of the Service
11. To assist the Principal Librarian – Information, Stock and Quality in the development of the Business and Service Plans for the Service and the team.
12. To be responsible for the coordination of the Service planning returns including updating the Risk Register
13. To prepare and present reports and statutory returns as directed on the performance of One Stop Shop and Library Service to external bodies, including CIPFA, the Audit Commission and partners in an accurate and timely manner
14. Prepare reports and other communications as appropriate.
15. Develop and manage new Business Processes to support One Stop Shop and Library Service
16. To be responsible for the management of relevant budgets, following County financial regulations ensuring the budget is effectively spent and that the programme of activity supports the Service Plan objectives. On a day to day basis support the operation of the Core Service budget including requisitioning and managing the Imprest Account.
17. To be aware of Data Protection legislative requirements when using databases and consultation materials
18. To work with confidential and politically sensitive information
19. To liaise as directed with colleagues in the County Council, district/borough councils, other organisations and individuals as appropriate to meet Service objectives

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20. To uphold the County Council's policies relating to Equality and Diversity, Health and Safety, and ensure that they are understood and upheld by others
21. To actively pursue continuous personal development and take advantage of relevant training and development opportunities.
22. To undertake, as required, any other duties that are commensurate with the grading of the post

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Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed By:
Degree or post graduate diploma or equivalent	A, D
3 years' experience of working in Business Support or equivalent	A, I
A systematic, methodical and accurate approach to work	A, I
Experience in the use of ICT applications including word processing, spreadsheets and other ICT systems	A, I
Ability to identify, engage and work with appropriate partners and colleagues	A, I
Ability to manage budgets	A, I
Ability to work effectively under pressure and to meet tight deadlines	A, I
Ability to organise workloads, to plan and implement programs of work effectively	A, I
Ability to make effective decisions	A, I
Experience of service planning and project management	A, I
Ability to communicate clearly and effectively in person, in writing and giving presentations	A, I, P
Ability to produce imaginative solutions to problems and issues and translate ideas into practical actions	A, I, P
Awareness of and commitment to Customer Care	A, I
Appreciation of / sensitivity to Equal Opportunities issues	A, I
Flexible and creative approach to problem solving	A, I
Commitment to continuous improvement in service quality	A, I
Hard working with a positive attitude to change	A, I
Ability to work without constant supervision	A, I
Willingness to undertake training and development opportunities	A, I
Ability to maintain confidentiality and awareness of political sensitivity	A, I
Flexible approach to work	A, I
Ability to travel effectively around the County	A, I
Ability to work flexibly –including Saturdays, Sundays, evenings as required	A, I

Desirable Criteria	Assessed By:
Experience of working in a library or information service	A, I
Ability to motivate others	A, I
Experience of budget management	A, I

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Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and hazards that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing a Work Health Assessment.

<input type="checkbox"/> Regular client contact or care	<input type="checkbox"/> Exposure to noise levels (above 80dbA)
<input type="checkbox"/> Lone working	<input type="checkbox"/> Working with waste or refuse
<input type="checkbox"/> Night working	<input type="checkbox"/> Food Handling
<input type="checkbox"/> Work at heights	<input type="checkbox"/> Manual handling tasks
<input type="checkbox"/> Working in confined spaces	<input type="checkbox"/> Electric work
<input type="checkbox"/> User of Display Screen Equipment (DSE)	<input type="checkbox"/> Contact with Latex
<input type="checkbox"/> Repetitive tasks	<input type="checkbox"/> Chemical / Dust / Fume Exposure (COSHH)
<input type="checkbox"/> Continual telephone use (<i>call centre</i>)	<input type="checkbox"/> Working with vibrating tools / machinery