

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:	Library & Information Advisor	JEID	J0401
Salary Grade:	Scale G		
Team:	North, South and Communities		
Division / Service:	One Stop Shop and Library Service		
Directorate:	Resources		
Primary Location:	Countywide		
Political Restriction	None		
Responsible to:	Area Librarian		
Responsible for:	Senior Library Assistants		

Role Purpose

Within the Area to supervise and support the provision of the information and enquiry service and to ensure that stock in all outlets meets countywide standards.

Role Responsibilities

1. To support the enquiry service and to answer more complex enquiries using their expertise and knowledge. This includes providing information desk cover at key times of the day, including study support to customers and the active promotion of books and reading, and giving ICT assistance.
2. To motivate and inform staff through training, guidance and support. To undertake staff training in handling enquiries, using resources, passing on product knowledge, and how to understand and serve the needs of specific client groups and communities.
3. To support staff induction and for those staff undertaking accredited courses.
4. To use specialist book knowledge to ensure all stock in all outlets meets countywide

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standards by conducting audits and training staff. To monitor WLIS presentation and exploitation standards. Within these to encourage, motivate and support staff in a proactive way to widen customer choice in their reading and to increase library usage.

5. Supporting the Area Librarian in ensuring service quality. To contribute to improving customer satisfaction, obtaining good mystery shopping results, good PLUS satisfaction ratings and continuing to improve staff survey results.
6. To take on the leadership role of being person-in-charge in one of the large 8 libraries.
7. To line manage Senior Customer Service Assistants as appropriate.
8. To assist as required in the preparation and operation of staffing rotas for the information points, training and supporting other staff in enquiry techniques.
9. To carry out various duties in relation to computerised library housekeeping and public access systems, where appropriate.
10. To participate in recruitment, selection, supervision, appraisals, induction, training and development of staff, as appropriate.
11. To provide information as required by the Face to Face Management team and to undertake agreed tasks.
12. To carry out specialist tasks such as audit of information stock, specialist resources and to take part in relevant stock buying.
13. To deputise for Senior Area staff as required.
14. To liaise as directed with colleagues in the County Council, district/borough councils, other organisations and individuals as appropriate to meet the objectives and to deliver the vision of the library service.
15. 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.
16. Willingness to undertake training and development opportunities. Taking responsibility for own awareness of current and emerging issues in the profession.
17. To take responsibility as a keyholder and be willing to be called out to buildings outside normal working hours where required.
18. 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:
• 4 GCSE passes, Grade C or above or equivalent, to include English and Maths	A,D
• 2 years relevant experience in libraries	A, I
• Experience of working with the public	A, I
• Experience in the use of general office software e.g. word processing, spreadsheets, presentation software, email, searching the internet etc	A, I, T
• A systematic, methodical and accurate approach to work	A, I
• Experience of communicating clearly & effectively in person, in writing and giving presentations	A, I
• Experience of answering enquiries using a range of reference sources/formats including online	A, I, T
• Ability to share enthusiasm and knowledge of books and reading with customers	A, I
• Ability to work effectively under pressure and to meet deadlines	A, I
• Ability to organise workloads, to plan and implement programs of work effectively	A, I
• Experience of supervising staff, including volunteers and work experience placements	A, I
• Ability to work effectively within a team and with staff at all levels	A, I
• Commitment to continuous improvement in service quality	A, I
• Flexible and creative approach to work and problem solving	A, I
• Hard working, and with a positive attitude to change	A, I
• Willingness to undertake training and development opportunities	A, I
• Commitment to customer care	A, I
• Appreciation of/sensitivity to Equal Opportunities issues	A, I
• Ability to maintain confidentiality	A, I
• Reliable, trustworthy and punctual	A, I
• Ability to travel effectively around the County	A, I
• Ability to work flexibly -including Saturdays, Sundays, evenings as required	A, I
• Ability to physically move and handle library resources	A, I
• Ability to undertake the duties of the post	A, I

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Desirable Criteria

Desirable Criteria	<i>Assessed By:</i>
• A library qualification e.g. ACLIP or willingness to complete one	A, I
• Awareness of health & safety issues	A, I
• Experience of appraisal, induction, training and developing staff	A, I
• Experience of the recruitment and selection of staff	A, I
• Experience of using computerised systems	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 checked="" 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