

Job Description

For Non-Streamlined Positions

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:	Senior Librarian - Priority Groups	JEID	R0220
Salary Grade:	I		
Team:	Reading and Learning Team		
Service Area:	Business and Customer Services-Face to Face		
Primary Location:	Hawkes Point, Warwick		
Political Restriction	This position is not politically restricted		
Responsible to:	Principal Librarian: Reading and Learning		
Responsible for:	Not Applicable		

Role Purpose

- To support the development of the service offer to key priority groups: children, young people and families, older people, the vulnerable and disadvantaged people.
- To be responsible for the development and implementation of policies and strategies, including work packages for services to the key priority groups.
- To develop links and partnerships with other agencies and groups both within and outside the County Council who deliver services to the key priority groups in order to maximise benefits in service provision to these groups.

Role Responsibilities

1. To develop, manage and implement consistent policies and strategies for services to the key priority groups to meet strategic objectives for the library service and corporate priorities.
2. To identify national and local trends and developing services to meet changing needs and to use this to contribute to strategic planning for key priority groups.
3. To produce business cases for service development to key priority groups and to pilot, promote and evaluate new services.
4. To lead on the implementation of the agreed strategies leading to substantial and sustained service improvements. To ensure that staff and volunteers are aware of these developments.

5. To develop, oversee and deliver where required a targeted outreach programme to the key priority groups.
6. Ensure that stock, policies and procedures are appropriate to meet the needs of the key priority groups, using community profiles and data, by involvement in the selection of appropriate stock, setting and monitoring standards for stock promotion and exploitation. Maintaining awareness of the latest audience and publisher trends for the key priority groups.
7. To initiate and develop relevant partnerships within the County Council voluntary and statutory organisations to further develop services to the key priority groups.
8. Through the development of positive working relationships within the County Council and other agencies, work as an advocate for the library service.
9. To lead on researching, recording and coordinating information in areas of performance and quality standards for key priority group services. To identify customer needs through the analysis of customer insight, performance indicators and through customer consultation. To identify and implement best practice to ensure continuous quality improvement.
10. To research and identify additional performance indicators and measures to determine the effectiveness of the service to key priority groups, including measurable outcomes.
11. To seek partnership funding opportunities as appropriate within Warwickshire County Council and also to develop and support external funding bids in order to deliver new and innovative services to key priority groups.
12. To lead in promoting the service offer to key priority groups, including researching new markets and products, and promoting current services and library membership.
13. To support the business planning process; recording and coordinating information for strategic service plans, attending specialist groups and participating in service planning and service development as appropriate within the key priority groups.
14. To maximise opportunities for promoting services across the library service and the Council to increase awareness and take up of services.
15. To be responsible for planning, delivery and analysis of promotional campaigns, ensuring that they reach targeted customers.
16. To represent the Library Service on appropriate groups across the County, regionally and nationally.
17. To establish and lead appropriate working groups according to business needs.
18. To manage and evaluate projects or service development work as required.
19. To develop, organise and deliver appropriate training to support the development and application of consistent procedures in relation to services for key priority groups.
20. To deputise, as required, for the Principal Librarian: Reading and Learning.

21. 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.
22. To encourage, support and develop income generation opportunities in relation to key priority groups.
23. To liaise as directed with other sections of 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.

Generic

24. To uphold the County Council's policies relating to Equality and Diversity and Health and Safety, and ensure that they are understood and upheld by others.
25. To investigate, resolve and act on customer complaints relating to the responsibilities of this post.
26. To actively pursue continuous personal development and take advantage of relevant training and development opportunities.
27. To undertake, as required, any other duties that are commensurate with the grading of the post.

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 level qualification in Library and Information Science	A, D
3 years relevant experience in libraries or similar environment	A, I
Experience of research and report writing	A, I
Experience of policy and service development	A, I
Experience of working well with people internally / externally and at different levels	A, I
Experience in use of ICT applications including word processing, spreadsheets and other ICT systems	A, I
Ability to participate effectively in the recruitment, selection, induction, appraisal, training, motivation and supervision of staff and volunteers	A, I

Ability to communicate clearly & effectively in person, in writing and giving presentations	A, I, P
Experience of working effectively under pressure, organising workloads and meeting deadlines both within a team and under own initiative using delegation as appropriate	A, I
A systematic, methodical and accurate approach to work	A, I
Demonstrate an aptitude for working with adults, older people, children, young people and disadvantaged/vulnerable people	A, I
Ability to share enthusiasm and knowledge of books and reading with customers	A, I
Ability to make effective decisions and translate ideas into practical action	A, I
Ability to identify, engage and work with appropriate partners	A, I
Demonstrate a 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
Demonstrate a commitment to customer care	A, I
Appreciation of / sensitivity to equal opportunities issues	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 maintain confidentiality	A, I
The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.	A, I
The successful applicant will be subject to a criminal record enhanced check with the Disclosure & Barring Service (DBS) before the appointment can be confirmed	D
Ability to undertake the duties of the post	A, I

Desirable Criteria

Assessed By:

Ability to manage projects	A, I
Awareness of health & safety issues	A, I
Experience of budget management	A, I

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 the potential hazards and risks 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 for your role as specified within Warwickshire County Councils Health and Safety

Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	